

Operational Procedure 47

SHETLAND ISLANDS COUNCIL

Allocation Policy



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11/4/2011	MH	Section 8 p 74 Index & Section 10 – Lettings Profile List	Update the Quota Targets for 2011 Remove Janitor's House, Sound School is no longer included in the Lettings Profile List.	VS
7/11/2011	MH	Section 13 – Nomination Agreement	Section revised after review with HHA.	VS

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Section 1

Principles and Objectives of the Allocation Policy

The principles and objectives of the Allocation policy are to ensure this policy meets legal requirements and reflects the:

- Community Plan;
- SIC Corporate Plan;
- Local Housing Strategy;
- Good practice.

Principles

Legality

We will ensure our allocation policy and procedures reflect the legal framework and relevant codes of guidance.

Consistency

We will apply the allocation policy in a consistent manner across Shetland to ensure applicants with similar circumstances are treated in a similar manner.

Social Inclusion

We will not discriminate against applicants because of their sex, marital status, race, disability, age, sexual orientation, language, social origin, religious beliefs or political opinions.

Responsiveness

We seek to have a policy that is capable of responding to a wide range of complex individual needs and circumstances.

Openness

We will ensure the allocation policy is operated in an accountable way with regular performance monitoring and reviews. We will publicise the results of performance monitoring. In doing so an individual's right to confidentiality and the requirements of the Data Protection Acts will be safeguarded. Individual applicants' personal details will not be disclosed.

Objectives

Aim to prevent homelessness

We will aim to prevent homelessness occurring where possible, in line with our statutory duties.

Give priority to people in need

We will aim to address housing need in the area, including the need of statutorily homeless households and where possible take into account an applicant's housing aspirations.

Make best use of housing stock

We will aim to make best use of the housing stock.

Sustain communities

We will aim to promote and sustain local communities.

Standards

Promote fair & equal access

We will assess applicants for housing in an objective, consistent and fair manner complying with relevant legislation and best practice.

Partnership approach

We will apply an integrated approach and will work with other agencies in assessing and providing for the housing needs of the community.

Advice and Information

We will provide good quality information on the range of housing options available.

Performance monitoring

We will monitor performance and changing patterns of need and this will enable us to continually improve the allocation service.

Staff Protocol

In order to avoid the appearance of misconduct, Housing Officers will not be involved in any way in the housing application of a relative or close friend.

For the avoidance of doubt, relative includes foster or step children, children of a partner, in laws, half sister or brother.

Officers are advised to bring any potential conflict of interest to the attention of their line manager. The line manager will assign a different housing officer to your application.

For further information about the Code of Conduct and this staff protocol, please click [here](#).

Legislation and Other Relevant Policies

In meeting the principles and objectives of the Allocation Policy we will comply with legislative and policy requirements, including the:

- Community Planning Framework
- Council's Corporate Plan
- Housing Service Plan
- Housing (Scotland) Acts 1987 and 2001
- Homelessness etc (Scotland) Act 2003
- Child Protection Procedures
- Sex Offenders Joint Protocol
- Anti-Social Behaviour Policy
- Data Protection Acts
- Criminal Justice Act 1994
- Protection from Harassment Act 1997
- Disability Discrimination Act 2005

Section 2

How to Apply For a House

If you want to join our housing register, you can get an application form from the following offices:

Shetland Islands Council Housing Service, 6 North Ness, Lerwick
Hjaltland Housing Association, 2 Harbour Street, Lerwick

You can also download an application form from the Shetland Islands Council website: www.shetland.gov.uk/housing/Housing_Application_Pack.asp or from the Hjaltland Housing Association website: www.hjaltland.org.uk/properties/apply.html

Alternatively, please contact us by phone or email if you would like us to send a form to you.

Interpreters / Language Problems

If you require the services of an interpreter or signer this will be arranged.

In the event that such a service is required, staff should refer to the policy guidance note on providing information in other languages and formats.

Completing Your Housing Application Form

It is important that you answer all of the questions on the form. We cannot accept application forms that are incomplete. If you need help to fill in the form please ask and we will be happy to help you.

Once your form is completed, please return it to either of the Housing Offices listed above. We will then check you are entitled to be included on our housing register. We will also check you are eligible to be allocated a house.

You can be accepted on to our Housing Register if you are aged at least 16 and are a United Kingdom or European Union citizen.

Admission to the Housing Register

Once we have confirmed you are entitled to be accepted on to our housing register we will enter your details on to our computer and send you a registration letter. This letter will confirm we have put your name on our housing register and give you your unique reference number.

Keep the registration letter in a safe place. If you have any questions please phone or write to us (please tell us your reference number if possible).

If you are not eligible to be accepted on to our housing register, we will send you a letter telling you why we have not accepted your application. If you have any questions, or if you think you are eligible to be on our housing register, please phone or write to us.

When Your Application Has Been Accepted

When your application is accepted on to our housing register we will assess your application to find out your level of housing need. We will also carry out checks to make sure you are entitled to be allocated a property.

We will send you a letter to tell you if we have given you any points, the size of property you will be considered for and to confirm your areas of choice.

You must check this letter carefully to make sure that the details we have about you are correct. Please tell us straight away if the details we have are incorrect.

Proof of your circumstances

We may ask you for proof of your housing circumstances, for example we may ask you for a utility bill or bank statement to prove that you are living at the address given on your application form.

We may also carry out our own checks to make sure that the information you have given us is correct. If you choose not to co-operate, we may not be able to consider your application for allocation.

Home Visit

We will visit you at home to confirm the details of your application and that the information you have given us is correct.

This will happen if you are highly placed on the waiting list and are being considered for allocation, if you have requested a home visit or if we need further information about your circumstances.

This helps us to ensure we offer our houses to the applicants in greatest housing need, as defined by this allocation policy.

Change of Circumstances

Any change in your circumstances can potentially alter your level of housing need. You must tell us immediately if your circumstances change as this helps us to ensure we offer our houses to the applicants in greatest housing need, as defined by this allocation policy. Changes in circumstances can include:

- Changing your address;
- Having a child;
- Any other changes in your household (ie if someone should be added or removed from your housing application).

You also need to tell us if you want to change the type of house or area you want to live in. This is because we will make offers of housing to you based on the information held at the time. You will only be made two reasonable offers of housing before being deferred from the housing list for three months.

If your circumstances change you may need to complete a new application form, for example, if you move address.

If you move address or buy your council house, we will write to you and ask if you want to cancel your application, or complete a new application form. In some circumstances we may be able to update your application over the phone or at a home visit.

We will mark your application as pending, until your reply or new application form is received. Your application will not be cancelled unless you request this in writing.

Should we become aware that there has been a change in your circumstances, which you have not told us about, we may mark your application as pending until this information has been received in writing or a new application form has been received. You will be advised in writing that your application has been changed to pending.

If your circumstances change we will review how many points we give you. After this review, the number of points you have may change. You will be notified in writing of any alterations to your point level. We update our housing register every day.

If a Housing Applicant Dies

If someone who is included on your application dies, please tell us so we can update your application.

If this person is a joint applicant, the application will change to be in your sole name. If points have been awarded which related solely to this person (e.g. medical points) these will have to be reviewed and if appropriate, removed from the application.

You will be notified in writing of any alterations to your point level. If you and/or the person who has died are already tenants, we may have to contact you to discuss matters relating to the tenancy.

Moving To Less Suitable Accommodation

If you move to accommodation which would increase your points due to:

- Overcrowding
- Lack of amenities
- Sharing amenities
- Mobile home points
- Insecurity of tenure

We will suspend your application for a period of three months, unless in our judgement there was a valid reason for the move, e.g. to prevent homelessness, severe relationship breakdown or medical reasons.

This also applies if you are a homeless applicant who has been assessed as being intentionally homeless, and are subsequently applying for housing from your temporary emergency accommodation.

Review of the Housing Register

We review all applications on the housing register twice a year. We will write to you every six months on the anniversary of your application.

We will also review your application if you do not reply to correspondence about an offer of housing.

When we write to you we will:

- **Ask you to confirm that you still want to stay on our housing register;**
- **Check your circumstances are still the same.**

We give you two weeks to reply, and if we do not receive a reply within this time we will send you a reminder letter. **If we do not receive a reply to this within a further two weeks, your application will be cancelled.**

You can reply to your review letter by telephone or in writing.

If we cancel your application because you have not replied to your review letters, you have the right to appeal this decision. If your appeal is upheld, we will reinstate your application from the date you first applied.

Confidentiality and Data Protection

We consider your right to confidentiality to be very important. We will respect your right to confidentiality when dealing with your application and through the process of allocating any accommodation.

In processing your application we will need to gather and confirm information regarding your housing, social and medical needs.

If you apply for housing you should be aware that checks will be made and could, for example, include an exchange of information between us and:

- Your previous landlord
- Your GP and NHS Shetland
- Social Work
- Police
- Environmental Health or other relevant organisation regarding anti-social behaviour or standard / repair of housing.

We will not discuss your application with someone else, for example a relative or Elected Member, unless we have written permission from you.

We will gather, use and hold information in line with the requirements of the Data Protection Act 1998. We are registered under the Data Protection Act and full details of the information we are allowed to use are available on request from the Housing Office, 6 North Ness, Lerwick.

You have certain rights to access the information held about you. If you wish to do this you can write to the Housing Service requesting access to your file.

Equal Opportunities

We are committed to provide all applicants equal access to the housing register and to housing allocations regardless of:

- Nationality, race and ethnic origin
- Religion and cultural background
- Sex and sexual orientation
- Disability or illness
- Age and personal living arrangements

The exceptions to this are:

- Where it is appropriate to take disability, illness and age into account when allocating houses specially built, adapted or otherwise designated for such groups.
- In relation to sex offenders if, following a joint assessment with the Police and Social Work in line with the agreed interagency sex offenders protocol, the allocation of a particular property is considered to pose a significant risk to members of the community.
- If you have an ASBO (Anti Social Behaviour Order) granted against you and the allocation of a property may increase the risk of anti social behaviour re-occurring.

In line with Shetland Island Council's Equal Opportunities Policies we operate a monitoring procedure to record the sex and ethnic origin of all people applying for housing. This is to ensure that no group is at a disadvantage either directly or indirectly. This is a requirement of the Scottish Government.

The definitions used on the form included in the application pack are in line with the 2001 Census classifications, which are approved by the Commission for Racial Equality. All information will be treated as strictly confidential.

Section 3

The Size of House You Will Be Considered For

The size of house you will be considered for depends on the number of people in your household. Each person is normally considered for the number of rooms as shown below:

Household details	Double rooms	Single rooms
Couple	1	
Single Parent	1	
Pregnant woman	1	
2 Children of the same sex, under 16 with age difference less than 6 years	1	
Adult (over 16)		1
Children of different sexes over 5 years of age		1 each
Children of same sex where age difference is 6 years or more		1 each

What we mean by household

Your household is everyone who normally lives with you, in the place where you stay, and is to be re-housed with you. It doesn't matter whether the people who normally live with you are related to you or not. Someone who only stays with you two or three nights a week would not automatically be included as part of your household.

Split households

If you have adult children (16 years or over) who currently live independently and who wish to be re-housed with you, we will ask them to complete their own application form(s), stating that they want to live with you.

If you are a couple living apart and wish to be housed together you will be considered for a house based on both your needs.

Medical Needs

You may be considered for a larger property if you have medical needs, which mean you need additional rooms or additional space. The Director of Public Health will advise us as to the size of accommodation, which would be best for you.

Access to children

If you have access to children who do not live with you all the time (for example, children from a previous relationship), we may be able to consider you for a larger house than your current household requires.

This will depend on the frequency and duration of your access. We will ask you to complete a form to provide us with full details. We will then carry out a formal assessment of your housing needs. Until this is completed, you will only be considered for the size of property your current household requires.

Exceptions

Couples

Couples will generally be considered for two bedroom properties.

You can also opt to be considered for a one-bedroom property, in which case your application can be shown on both the one and two bedroom housing lists.

You can also request to be on the one bedroom waiting list only if you wish.

Single People

Single people will generally be considered for one-bedroom properties. You can also ask to be considered for a two-bedroom property. Depending on your reasons, your application may be shown on both the one and two bedroom housing lists.

Generally however, you will only be considered for a two-bedroom property in the following circumstances: -

- If there are no other applicants who need that size of accommodation on the housing list for that area; or
- You are threatened with actual homelessness within two months and all applicants who need two-bedroom housing have a very low number of points in comparison with you; or
- You are statutorily homeless and have been homeless significantly longer (more than one year) than the first homeless applicant on the two-bedroom list.

In deciding if you will be offered a larger property, we will consider your ability to maintain the tenancy and the level of under occupation that will result from the allocation. No account will be taken of your income in reaching such a decision.

No properties of the size you need in the area of choice

You will generally be considered for the size of housing, your household needs. However the Council recognises that in some areas, there are only larger properties available.

In these circumstances, you will be advised to consider other areas of choice. If you are unable to consider other areas of choice you may be considered for a larger property than you need if:

- There are no other applicants who need that size of accommodation on the housing list for that area; or
- You are potentially homeless and all applicants who need the larger size of property have a very low number of points in comparison with those applicants who need the smaller size of accommodation.
- You are statutorily homeless and have been homeless significantly longer (more than one year) than the first homeless applicant who needs the larger size of property.

In deciding if you will be offered a larger property, we will consider your ability to maintain the tenancy and the level of under occupation that will result from the allocation. No account will be taken of your income in reaching such a decision.

Long Term Vacancies

You may be considered for a larger property where there are long term vacancies in your areas of choice if:

- There are no other applicants who need that size of accommodation on the housing list for that area; and
- The allocation will not affect the balance or sustainability of the community adversely.

In deciding if you will be offered a larger property, we will consider your ability to maintain the tenancy and the level of under occupation that will result from the allocation. No account will be taken of your income in reaching such a decision.

Opting for a smaller house

You will generally be considered for the size of housing, your household needs. However the Council recognises that in some areas, the slow turnover of larger properties means it may be in your interests to ask to be allocated a smaller property than you need under the terms of this policy.

In these circumstances, you will be advised to consider other areas of choice. If you are unable to consider other areas of choice, you may be considered for a smaller property than you need, so long as the allocation will not result in statutory overcrowding.

Four or more bedroom properties

The Council recognises that larger properties (more than four bedrooms) are only available in certain areas throughout Shetland. In these circumstances, you will be advised to consider other areas of choice.

If you are unable to consider other areas of choice and you need a property with four or more bedrooms, you will be asked if you are willing and are able to accept a three-bedroom property.

If you are, your application will be placed on both the three-bedroom list and the waiting list for the size of property you need.

If you are unable to accept a three-bedroom property, or consider other areas of choice, and you need a bigger house than we have in our housing stock, we will carry out a special case assessment on your application.

You will only be awarded special case status in exceptional circumstances and your application can only be awarded special case status if all of the following criteria apply:

- You are considered to be in acute housing need
- Your application has been assessed and awarded the full entitlement to points under the terms of the council's allocation policy
- There is a significant factor or factors or special circumstances in relation to your housing need, which is not reflected in the points assessment
- It is accepted that there is no reasonable prospect of your acute housing needs being met within an appropriate time scale
- You have considered alternative areas of choice and we have discussed this with you, but we have accepted that a change is not appropriate.

The possible solutions to your housing need could include:

- Converting two houses into one
- Converting your loft
- Adding an extension
- Adapting the layout of your existing home
- Offering you a transfer to an alternative, more suitable property, or
- You buying, building or renting a more suitable property

We will make a recommendation for the most appropriate options and will take cost into account where there is more than one practical option.

If agreed, your application will then be added to a rolling annual programme of planned opportunity conversion works.

The work is generally carried out in date order, however consideration will be given to the individual circumstances of all special case applicants, the solution recommended and the available annual budget.

Conversion of Properties

Occasionally we may identify a property, usually within a refurbishment scheme, which we consider to be suitable for conversion from family size accommodation to smaller accommodation. Alternatively, we may identify two properties, which can be combined into one to create larger family accommodation.

The conversion of properties enables us to make the best use of our housing stock to meet demand and provide for those in housing need.

The ability to convert properties is dependant on available capital budgets, which are determined at the start of each financial year.

A decision to convert a property will be undertaken in consultation with the Councillor for the area.

The allocation of any properties converted will be in line with our allocation policy.

We will undertake an audit of our council stock to find out which properties may be suitable for conversion to either larger or smaller accommodation. If two properties are identified as being suitable for conversion to larger accommodation and if one of these properties becomes vacant, we may approach the neighbouring tenant to find out if they would be interested in a transfer on management grounds (1) to another vacant property.

Section 4

Property Type

Within its stock the Council has the following types of housing: -

- Bed-sits – ground floor or first floor
- Tenement flats – ground floor, first floor, second floor and third floor
- Four in a block flats – ground floor or first floor
- Semi detached houses
- Mid or end terraced houses
- Detached houses
- Single storey houses

You can express a preference for a particular type of house, but given the high demand for housing, exclusion of a specific property type will only be considered if there is a special social or medical reason for the request.

If you do not wish to be considered for a specific property type, please provide the reasons in writing so that we can consider your request.

Areas of Choice

You can select any combination of up to six individual and / or group areas of choice.

A list of the areas and the streets within these areas, and a list of the area groupings and areas within each grouping can be found in the following pages.

A list of the areas and the streets within these areas and the size of properties in each of these areas can be found in the leaflet accompanying your application form.

You can express a preference for an area, but an offer of accommodation can be made in any of the areas you choose and each area is equally weighted.

Given the high demand for housing, exclusion of a specific street or scheme from your areas of choice will only be considered if there is a special social or medical reason for the request.

If you do not wish to be considered for a specific street or scheme, please provide the reasons in writing so that we can consider your request.

You can change your areas of choice at any time; however this change must be made in writing. If you have a joint application, both applicants must sign the change of area form or letter.

If you are a homeless applicant the Council has a duty to secure settled accommodation for you, within as short a timescale as possible.

Settled accommodation can be one of a range of housing options, including an assured tenancy in private rented accommodation, as well as Council or Hjalmland Housing Association accommodation if this is a suitable option for you.

You will be asked for your preferences in relation to areas of choice, but you may be offered housing in an area out with your areas of choice, if we consider this housing to be suitable for your household and the offer to be reasonable.

In these circumstances, we will discuss with you what areas we consider may be reasonable to offer you housing in.

Housing out with our Areas of Choice

We have a few scattered properties, which do not fall within any of our areas of choice. If we are to allocate one of these, you may be considered if your areas of choice include the surrounding areas.

You should also note that where you have applied for Brae, Firth, Mossbank, Hillswick, Urafirth, North Roe and/or Ollaberry, and you have asked to be nominated to Hjalmland Housing Association, you may be considered for a nomination for a property in Sullom, should a suitable Hjalmland Housing Association vacancy arise and a nomination be requested by the Association. Also, if you have applied for Lerwick, and you have asked to be nominated to HHA, you may be considered for a nomination to Gulberwick should a suitable vacancy arise and a nomination be requested by the Association.

Areas of Choice

Individual Areas

Allocation Area	Street Names
Aith	Whitelaw Road, Wirliegert
Bigton	Hayhoull Place
Bixter	Lingaro
Boddam	Turniebrae, Schoolhouse
Brae	Burgadale, Gallowburn, Gossaford, Havragord, Hevdaland, Housaquoy, Ladieside, Lingapund, Ockragarth, Runnafirth, Tronaster, Grindahoul, Grindwell, Skelladale
Bressay	Fullaburn, Glebe Park , Hamilton Park , Schoolhouse, Voeseide
Burra—Bridge End/ Toogs	North Toogs
Burra—Hamnavoe	Glenburn Road, Glenhaven, Hulsidale
Cunningsburgh	Dandiegarth, Laxdale Road, Midgarth , Pundsta Place, School flats, St Clair Road
Fair Isle	Aester Houll
Fetlar	Stakkafletts
Firth	Leaside, Sandside
Hillswick	Stucca
Lerwick	Anderson Homes, Anderson Road, Annsbrae Court, Annsbrae House, Annsbrae Place, Baila, Bakland, Bank Lane, Braefield, Breiwick Road, Brevik Cottages, Browns Road, Bruce Crescent, Burgh Road, Burnside, Cairnfield Road, Chapel Place, Cheyne Crescent, Chromate Lane, Clairmont Place, Commercial Road, Commercial Street, Gardie Lane, Gilbertson Road, Goodlad Crescent, Greenfield Square, Gressy Loan, Haldane Burgess

	Crescent, Hayfield Lane, High Street, Hjaltland Place, Hoofields Chalets, King Erik House, Kirkland, Knab Road, Kveldsro Gardens, Leog, Leslie Road, Mansefield, Market Street, Mounthooly Place, Mounthooly Street, Navy Lane, Nederdale, Norstane, North Lochside, North Road, Park Lane, Parkfield, Pitt Lane, Prospect House, Queens Place, Rechabite Place, Robertson Crescent, Robertson Lane, Ronald Street, Rudda Court, Russell Crescent, Sandveien, Sandwall, Scalloway Road, Sletts Road, Soldian Court, South Lochside, St Magnus Street, St Olaf Street St, Staney Hill, Stouts Court, Sunniva Street, Swarthoull, Tarland, Taska, Thorfinn Street, Twageos Road, Union Cottage, Union Street, Voder View, Water Lane
Mossbank	Braehead, Burranness, Hamarsgarth, Maidenfield, Smuggabank
North Roe	Bayview
Ollaberry	Runnadale
Out Skerries	Chalets, Harbour view
Sandness	Shendale Burn
Sandwick	Brakefield Road, Brentfield , Park Wynd, Swinster, Veester Hill
Scalloway	Adies Buildings, Berry Road, Blydoit, Craigpark Road, Gilbblestone Road, Houl Road, Ingaville Road, Meadowfield Crescent, Meadowfield Road, Meadowfield Place, Port Arthur, Sycamore Avenue
Skeld	Grindibrek
South Nesting	Stendaal
Tingwall	Girlsta Chalets, Herrisdale Park, Vallafeld
Tresta	Westerfield
Unst—Baltasound	Daisy Park, Millburn Park, Nikkavord Lea, Schoolhouse, Springpark Road
Unst—Haroldswick	Beach Road, Brakefield Crescent

Unst—Uyeasound	Belmont, Brucehall Terrace, East Road
Urafirth	Valladale
Vidlin	Gillside, Queeness Road
Virkie	Horseshoe Close, Toabsgeo
Voe	Isles Road, Norbrek, Norderhoull
Walls	Bayhall, Kirkidale, New Road, Stove Cottages, Vaila
Weisdale	Kalliness, Swedish Houses
Whalsay—Brough	Tripwell
Whalsay—Symbister	Gardentown, Harlsdale, North Park, Saeter
Whiteness	Schoolflats, Sea Haven
Yell—Burravoe	Ulsta Chalets, Meadowbank Road
Yell—Cullivoe	Greenbank Road, Greenbank Terrace
Yell—Mid Yell	Bellevue, Burrapark Road, Clingrapark, Steenbrae, Sunnyside

Area Groupings

Area Grouping	Allocation Area
North Isles	Unst, Yell & Fetlar
Whalsay & Skerries	Whalsay and Skerries
North	South Nesting, Vidlin, Voe, Brae, Firth, Mossbank, North Roe, Urafirth, Ollaberry & Hillswick
West	Bixter, Aith, Skeld, Sandness, Walls, Tresta
Central	Burra, Scalloway, Tingwall, Whiteness & Weisdale
Lerwick & Bressay	Lerwick and Bressay
South	Virkie, Boddam, Bigton, Sandwick, Cunningsburgh
Low Demand Housing	Areas will vary each month

Section 5

Prevention of Homelessness

The Council aims to prevent homelessness occurring or recurring whenever possible through the provision of advice and information and by making referrals to support agencies and services when required.

If we believe you are threatened with homelessness, unintentionally (i.e. likely to become homeless within 2 months) and are in priority need, we have a duty to take reasonable steps to make sure accommodation does not cease to be available for you and to provide you with advice and information.

Living with family / friends

If you are living with family or friends, who are asking you to leave, we may refer you to the Community Mediation Service to try and find a solution, agreeable to all parties, to prevent you losing your accommodation.

Relationship Breakdown

If you are being asked to leave your home as a result of a non-violent relationship breakdown, we will advise you of your rights in relation to the Matrimonial Homes Act.

We may also refer you to the Community Mediation Service to try and find a solution, agreeable to all parties, to prevent you losing your accommodation.

Private Rented Housing

If you are living in privately rented housing, which is of poor quality or lacking amenities we will refer you to Environmental Health for advice, as under new laws introduced in September 2007, your landlord must make sure that your home reaches a basic standard of repair.

If the state of your home is affecting your health, Environmental Health may be able to help you take action to improve the property.

If you are applying for housing because you are being evicted from your rented accommodation, we will contact your landlord to negotiate with them and to try to prevent the eviction taking place.

If the landlord does not have the right to evict you, we will advise you of your rights and refer you to the Citizens Advice Bureau for further support. We will also contact your landlord to advise them of their responsibilities.

If your landlord has the right to end the tenancy, but has not followed the correct procedure, we will advise you of your rights and refer you to the Citizens Advice Bureau. We will also advise your landlord of their responsibilities. This may not prevent your tenancy being ended but may give you enough time to find alternative housing

If your landlord has the right to end your tenancy and has followed the correct procedure we will advise you of this. We will also advise you of your rights in relation to homeless legislation and we will contact your landlord to determine if there are any options to negotiate the continuation of the tenancy. For example, if there are rent arrears – would the reduction of the arrears and the provision of support to ensure ongoing regular payments, mean that your landlord would consider allowing you to remain

Harassment & Private Rented Housing

The Criminal Justice Act 1994 states that harassment is a criminal offence, punishable by a fine and / or a prison sentence. Where the actions are deemed aggravated harassment with the victim fearing violence, the Protection from Harassment Act 1997 allows for an unlimited fine and imprisonment for up to five years. If your landlord is harassing you and we believe that a criminal act has been committed, we will report this to the Police.

We will also notify Landlord Registration at Environmental Health if your landlord has harassed you or evicted you illegally.

Tied Tenancies

If your employer does not have the right to end your tenancy for whatever reason e.g. they did not have right to terminate your employment, we will advise you of your rights and refer you to the Citizens Advice Bureau for further support.

If your employer does have the right to end your tenancy, but has not followed the correct procedure, we will advise you of your rights and advise the employer of their responsibilities and refer both parties to the Citizens Advice Bureau. This may not prevent the tenancy being ended but may give you sufficient time to find your own alternative housing

If your employer does have the right to end your tenancy and has followed the correct procedure, we will advise you that the correct procedure has been followed and of rights in relation to homeless legislation. We will also contact your landlord and ask if there are any options to negotiate the continuation of the tenancy e.g. is the accommodation available as a non tied let.

Privately Owned Housing

If you are living in privately owned housing, which is of poor quality or lacking amenities, you will be responsible for maintaining your property and carrying out any repair work that's needed. We may refer you to Environmental Health for

advice in relation to repair and improvement grants to assist you to maintain your home.

If you are living in privately owned housing and are having difficulties meeting your mortgage payments, we will refer you to the Citizens Advice Bureau for assistance to negotiate with your lender about the mortgage.

The Mortgage Rights (Scotland) Act 2001 came into force on 3 December 2001. Its purpose is to help households who find themselves in mortgage difficulties. The Act provides, among other things, new powers to allow the courts to consider the debtor's circumstances when the lender has applied for a repossession order. It enables the court to decide whether an order should be made delaying the repossession to give the debtor time to find alternative accommodation or, where possible, to get their mortgage back on track.

We will also consider if you would be eligible for the Mortgage to Rent scheme - to be eligible under the scheme you must have sought financial advice and be unable to "trade down" to a cheaper house in the locality. There must also be a good reason why you should remain in the local area.

We will advise you to contact Hjalmland Housing Association where you satisfy these and other conditions of the scheme to discuss the possibility of HHA buying the house, with you becoming the tenant.

Section 6

Summary of Points

Reason	Points
Access to Children	20
Bed-sit	40
Children under 5 at or above first floor	25
Fostering & Adoption	40
Harassment	40
Insecurity of tenure/No Fixed Abode	100
Lack of Amenities:	
Severe Structural Problems	20
Severe rising or penetrating dampness	20
No piped cold water system	50
No piped hot water system	15
No fixed sink with both hot and cold water	15
No inside W/C	30
No Fixed bath or shower	15
Other degree of unfitness	10
Local Connection	20
Medical Needs	20/50/75/100
Mobile Homes	20
Overcrowding:	
For each single bedroom lacking	25
For each double bedroom lacking	35
Service Tenancies/Tied Accommodation	40
Sharing Amenities	40
Social Care	20/50/75/100
Support Points (moving to other area)	30
Travel to work (moving to nearer area)	15
Under-Occupation	
For Each additional single bedroom	20
For Each additional double bedroom	25
Unreasonable to remain	35
Waiting time	
Applicants residing in mobile homes	10
Other Applicants	3

Access to Children

These points will be awarded when we have confirmed you have access to children who do not live permanently with you and where your present accommodation is unsuitable for the children to stay overnight e.g. due to sharing amenities.

Confirmation of your access will be sought from the person who shares access of your children with you.

Please note that points for overcrowding and children under 5 at or above 1st floor, will not apply in these circumstances.

Section 3 provides details of the size of the property we will consider you for if you have access to children.

POINTS

Access to children

20 points

Bed-sit

Bed-sit points will normally only be awarded after we have confirmed that the property consists of a bedroom and sitting room combined. A separate or shared kitchen or bathroom will not affect these points being awarded.

Note: Where you have your own bedroom and access to a shared living room, bed-sit points do not apply.

Overcrowding points are automatically awarded to all bed-sit accommodation to reflect the fact that bed-sits lack separate bedroom facilities. The level of overcrowding points awarded will depend upon the number of people occupying the bed-sit. For example, where a couple are occupying a bed-sit, they are lacking in one double bedroom and will be entitled to the points to reflect this.

Additional points for a sub-standard property may be awarded in instances where we are satisfied that the bed-sit is unfit or does not meet acceptable living standards. For example, bed-sits at the SIC's property at 12a North Road will be awarded additional points due to the location of the shared bathrooms.

POINTS

Bed-sit points

40 points

Children under 5 at or Above First Floor

These points will be awarded if you live in a flat, at or above first floor level and you have a child or children less than five years of age.

POINTS

Children under 5 at or above first floor

25 points

Flats / Maisonettes

You will not be awarded extra points if you live in a flat or maisonette, except where your household includes a child of less than five years of age and you live in accommodation at or above first floor level.

POINTS

Flats / Maisonettes

0 points

Fostering and Adoption

Fostering and adoption points will be awarded where you have formal fostering / adoption arrangements, which cannot be fulfilled, due to your current housing situation.

Confirmation will be sought from Social Work regarding your fostering/adoption arrangements.

POINTS

Fostering / adoption

40 points

Harassment

The definition of harassment is: -

Where on the grounds of a person's race, religion, belief or sexual orientation someone engages in unwanted conduct, which has the purpose or effect of:

- violating the other person's dignity; and
- creating an intimidating, hostile, degrading, humiliating or offensive environment for that person.

Harassment may be deliberate or unconscious, direct or indirect. Its effect is to undermine, cause discomfort, humiliate, exploit, threaten or exclude you. Whilst harassment generally involves repeated behaviour, a single incident may constitute harassment if it is sufficiently serious.

In carrying out an assessment of harassment points, we will consider the impact of the alleged behaviour on you. It is important to stress this point because what one individual may accept can prove unacceptable to another.

The following are examples of inappropriate behaviour covered by this policy:

- physical (from touching to serious assault);
- spoken (e.g. offensive language, jokes, slander);
- written (abusive or intimidating communication, including that sent via e-mail and text);
- visual (e.g. posters, graffiti, gestures);
- coercion (e.g. pressures for sexual favours, to join political group);
- intrusion (e.g. spying, pestering, following);
- victimisation (e.g. for making complaints)

The Criminal Justice Act 1994 states that harassment is a criminal offence, punishable by a fine and / or a prison sentence. Where the actions are deemed aggravated harassment with the victim fearing violence, the Protection from Harassment Act 1997 allows for an unlimited fine and imprisonment for up to five years. If there is a belief that a criminal act has been committed, this will be reported to the Police.

Points will be awarded where you or a member of your household is the subject of persistent and ongoing racial, sexual or other forms of harassment as defined above and where we are satisfied that there is evidence of such harassment. Confirmation may be sought from the Police, Social Work, NHS or other agency as appropriate.

POINTS

Harassment

40 points

Homelessness

We have a statutory duty under Section 2 of the Housing (Scotland) Act 2001 to provide interim temporary accommodation for you if you are:

- homeless or threatened with homelessness within 2 months.

If you satisfy the above criteria, you will be registered as homeless. We will provide you with interim temporary accommodation whilst we complete a full homeless assessment. We will also provide you with advice and information to help you find your own accommodation.

Where this homeless assessment determines you:

- **are in priority need, and**
- **are not homeless intentionally, and**
- **have a local connection**

We will have a duty to continue to provide you with temporary accommodation until you can be offered a suitable permanent home.

Homeless applicants are not awarded points, but are allocated in date order (date of homeless presentation) and will be allocated permanent accommodation in line with the homeless policy and allocation targets set out in this policy.

We aim to secure settled accommodation for you, within as short a timescale as possible. This can include an assured tenancy in private rented accommodation, as well as Council or Hjalmland Housing Association accommodation, if this is a suitable option for you.

We will ask you for your preferences in relation to areas of choice when you receive your homeless assessment decision. We will take your choices into account, but you may be offered housing in an area out with your areas of choice, if a vacancy exists, we consider this housing to be suitable for your household and the offer to be reasonable.

In these circumstances, we will discuss with you what areas we consider may be reasonable to offer you housing in.

We will consider a reasonable offer of accommodation to be accommodation that meets your household's needs in relation to the size, type and location of the property, based on the information held about your application by us at the time of allocation.

In determining what is reasonable, we will take into account your previous housing history, any family and wider support networks you have, nursery placements, child care arrangements, where your children attend school, your

employment, if you have a car, any medical need and any other social need your household has.

If you refuse the offer, your refusal will be assessed under the terms of the refusal policy, and may be counted as an unreasonable refusal unless you have a good reason for the refusal, which we were not aware of at the time the offer was made.

Where there are exceptional circumstances, such as medical need or severe social reasons, we may allocate you a house ahead of other homeless applicants.

Homeless Applicants who are not entitled to a permanent house

If you are not entitled to a permanent home, we will provide you with temporary accommodation for a reasonable period of time. In most circumstances we consider up to 2 months to be a reasonable period of time in which to offer you advice and assistance to help you find alternative suitable housing.

If there are reasons out with your control that mean you cannot find suitable housing we may continue to provide accommodation and assistance until your housing needs are met.

You will be expected to tell us what steps you have taken to gain alternative housing. If you have not made reasonable efforts to address your housing needs, including widening your areas of choice, temporary accommodation may be withdrawn.

Local Connection (Homeless Applicants)

If you are homeless, in priority need, not intentionally homeless but do not have a local connection with Shetland, you may be referred to an area where you do have a local connection. Such referrals would depend on individual circumstances.

Individuals Who Commit Sexual Offences

Shetland agencies manage individuals who commit sexual offences in line with the Scottish Government's Multi Agency Public Protection Arrangements (MAPPA).

MAPPA guidance states that the responsible authorities work closely together to assess, monitor and manage any potential risks. The responsible authorities within Shetland are Northern Constabulary, Shetland Islands Council and NHS Shetland.

If you have committed sexual offences, we will not refuse housing on the basis of your offence. You will be assessed for housing under the terms of this Allocation Policy.

In assessing applications and in the housing of sex offenders, we will work jointly with the Northern Constabulary, Criminal Justice Social Work and Children & Families Social Work Service.

When determining what is a reasonable offer of accommodation e.g. the type and location of the accommodation, consideration will be given by the responsible authorities to your housing needs, any family or support networks you have and any risks to yourself or the community, including the level of risk posed by your past and present behaviour.

The Data Protection Act, which is in place to protect individual privacy, prohibits us from disclosing information about you or your offence on request from members of the public. Requests for information on individual cases and tenancies cannot be granted.

It is agreed locally that the Northern Constabulary undertakes any press statements made in relation to the accommodation and or management of individuals who commit sexual offences.

Child protection is paramount to the agencies involved in MAPPA and the interagency approach aims to ensure the correct balance is achieved between the rights of individuals to privacy and confidentiality and the rights of children and vulnerable adult to be protected from abuse.

POINTS

All categories of points apply where appropriate

Insecurity of Tenure

You may be awarded points for insecurity of tenure if:

- You are living in a dwelling that has been declared statutorily unfit, has an order preventing occupation or is subject to redevelopment
- You have been served notice to remove, or notice of repossession, from a private tenancy, private home, tied tenancy and / or service tenancy
- You are threatened or potentially threatened with homelessness, and we are satisfied that actual homelessness could occur within six months

You will need to provide evidence of your potential homelessness and we may contact the people you are living with, your landlord or other agencies to discuss your housing situation in an effort to prevent homelessness occurring.

If we believe you are threatened with homelessness, unintentionally (i.e. likely to become homeless within 2 months) and are in priority need, we have a duty to take reasonable steps to make sure accommodation does not cease to be available for you and to provide you with advice and information.

POINTS

Insecurity of Tenure

100 points

Lack of Amenities

Lack of amenities points are awarded following assessment for accommodation that does not meet the tolerable standard because it does not have the amenities listed below, or is considered to be in a poor condition.

The following points will only be awarded where any repairs or improvements can't be carried out to the property in a reasonable timescale, or where steps have been taken to ask the landlord to carry out the repairs, and further action is being taken to get the work done.

A structural survey will be needed to confirm that a property is structurally unstable, before points will be awarded for severe structural problems.

POINTS

Severe structural problems	20 points
Severe rising or penetrating dampness	20 points
No piped cold water system	50 points
No piped hot water system	15 points
No fixed sink with both hot and cold water	15 points
No inside WC	30 points
No fixed bath or shower and WHB	15 points
Other degree of unfitness (E.g. lack of natural and artificial lighting / ventilation/ heating / drainage system / cooking facilities / access to external doors etc)	10 points

Local Connection

You can be awarded points for having a connection with the area which you are applying to be re-housed in, if: -

- You were born in the area, or
- You previously lived in the area, or
- You currently live in the area, or
- Your parents, grandparents, children or grandchildren currently live in the area, or
- You currently work in the area.

When you apply to be housed by us, you can choose up to six areas where you would like to live. The above points will be awarded on an area-by-area basis, to the area, or areas you have the connection with as defined above. This means that the total number of points you are awarded may vary, depending on your local connection with each of your areas of choice.

For example:

You currently live in Cunningsburgh, and your parents live in Sandwick. You have applied to be re-housed in Cunningsburgh, Sandwick or Bressay. You have a connection with Cunningsburgh and with Sandwick, but not with Bressay, therefore the 20 local connection points will only be awarded for Cunningsburgh and Sandwick. Therefore, the total number of points you hold for Bressay will be 20 points less, than the total number of points you hold for Cunningsburgh and Sandwick.

POINTS

Local Connection

20 points

Medical Need

Medical points can be awarded to you or a member of your household who is to be housed with you.

These may be awarded only where your current housing situation is causing or aggravating ill-health (mental or physical) and where it could be improved by a move to other accommodation.

Only one award of medical points can be made per household; points for more than one member of the household cannot be amalgamated.

A form to apply for medical points can be obtained from us. The points are assessed and awarded by the Director of Public Health, NHS Shetland.

The Director of Public Health will also advise us as to the type of accommodation, which would be best for you (e.g. single storey or with the bedroom and bathroom on the same floor). We will try to take this into account when allocating you a property, but please note this is dependant on the availability of accommodation.

The Director of Public Health will notify both you and us of the points awarded. If you are not satisfied that the award reflects your circumstances, you can apply for a medical points re-assessment, see section 13 for more information.

Please note that where your problem is temporary or a change of property will not improve your situation, an assessment will not be made.

POINTS (There are four categories of medical points)

The present house is unsuitable but you do not need urgent re-housing	20 points
You have a serious medical problem, which would be improved by a move to better accommodation	50 points
You have a serious medical problem, which would be so improved by a move to more suitable accommodation, that rapid rehousing is recommended	75 points
Your present accommodation is completely unsuitable for your medical condition thus seriously limiting your quality of life to the extent that urgent action is required	100 points

Mobile Homes

Points will be awarded if you live in a re-locatable chalet or residential caravan where planning permission has been granted.

You will be awarded an additional 10 points for each whole year of residence in the mobile home, up to a maximum of 50 points.

If you live in a touring caravan or caravanette you will be pointed as being of no fixed abode, as planning permission can not be granted for these types of accommodation.

POINTS

Chalet/caravan with planning permission	20 points
For one whole year of residence	10 points
For two whole years of residence	20 points
For three whole years of residence	30 points
For four whole years of residence	40 points
For five whole years of residence	50 points

No Fixed Abode

If we consider you to be of no fixed abode e.g. you are moving on a regular basis between different addresses, residing in a touring caravan etc, you may be awarded points in this category.

Medical or social needs points will apply to your application. Sharing amenities and lacking amenities points can apply to your application at the discretion of the Team Leader – Estate Management.

POINTS

No fixed Abode

100 points

Overcrowding

For the purposes of overcrowding points, room sizes are defined as follows:

Floor Area Bedroom Size	No of Persons	Bedroom Size
110 Square feet (10.22m ²) or larger	2	Double
70 Square feet (6.5m ²) or more but less than 110 Square feet (10.22m ²)	1	Single

The floor space in built in wardrobes / cupboards etc will be taken into account in calculating the useable floor area of your rooms.

The floor space under a cove ceiling with a height of 5 feet or less will not be taken into account in calculating the useable floor area of your rooms.

Your house is overcrowded if you do not have all the rooms that you need. The number of rooms needed by a household is as follows (note that kitchens and bathrooms are not counted):

Living room plus...

One double bedroom for:

- A couple or single parent or pregnant single woman
- Two children of the same sex under the age of 16 years, where the age difference between them is less than six years
- Two children of different sexes under the age of five years

Single bedrooms are required for;

- Any other adult (16 years and over) who is a member of the household
- Children of a different sex where one is aged five years and above
- Children of the same sex with an age difference between them of six or more years

In certain circumstances, the number of rooms needed will take into account future members of the household, where these can be confirmed.

For example: -

- An unborn child where a member of the household is pregnant; or
- Foster children where you have Social Work approval and you need a larger property to provide foster care; or
- Where there is separated parent who's visiting and / or access arrangements mean that they require larger accommodation.

Statutory Overcrowding

Please note that the above definition of overcrowding is for guidance in relation to the award of overcrowding points and applies to this policy only.

For clarification a property is statutorily overcrowded when:

- The number of people sleeping in a house and the number of rooms available as sleeping accommodation (e.g. bedrooms, living rooms), is such that 2 people of opposite sexes who are not living together as husband and wife must sleep in the same room. This does not include children under the age of 10; or
- The number of people sleeping in a house is in excess of the permitted number in relation to the number and size of the rooms of the house available as sleeping accommodation (e.g. bedrooms, living rooms, dining rooms).

Children under the age of 1 are not counted

Children over 1 but under 10 = ½ unit

Floor Area of Room	No. Persons
110 sq ft +	2
90 sq ft > 110 sq ft	1½
70 sq ft > 90 sq ft	1
50 sq ft > 70 sq ft	½

POINTS:

Overcrowding points are calculated on the basis of

- 1) The number of rooms in your present accommodation and
- 2) The number of rooms needed

If you are overcrowded, we will give you the following points:

For each single bedroom lacking	25 points
For each double bedroom lacking	35 points

Prisoners

If you are in prison and think you may have a housing need on your release, you should make sure you submit an application for housing well in advance of your release date, if known.

You can do this by contacting your prison Social Worker.

Your application will be accepted provided that you are aged at least 16 years.

Your application will be treated in the same way as all other applicants for housing. If you are entitled to be allocated a house, you will be awarded the following points.

POINTS

No fixed abode	100 points
Social care/medical points	if applicable

Points in respect of sharing amenities / overcrowding are not applicable

Relationship Breakdown

Where a relationship between two partners, whether married or not, (including relationships between people of the same sex) breaks down, either person can be accepted onto the housing register. This applies even though you may not be legally separated or divorced.

In pointing the application it is recognised that separate bedrooms will be required. You may also be entitled to sharing amenities points.

Insecurity of tenure points may be awarded where it is considered by us that homelessness will occur.

Points, assessed by Social Work, may also be awarded in cases of severe personal relationship difficulties.

Any joint housing application will no longer be active once we are notified of the breakdown of the relationship. You will both be notified that your joint application has been marked as pending until your new application form is received.

If either of you wish to reapply, a fresh application should be completed as soon as possible. If either of you makes an application in your own name, it will be dated as if received on the date you were first included on the joint application.

You can find further information about your rights in relation to your home in our leaflet on relationship breakdown.

POINTS

Overcrowding	As applicable
Sharing amenities	40 points
Insecurity of Tenure	As applicable
Unreasonable to remain	As applicable
Social or medical points	As applicable

Residents in Institutions

If you reside in hospital, residential care or shared community care establishments you can apply for housing.

Your application will be accepted, provided that you are aged at least 16 years. Your application will be treated in the same way as all other applicants for housing.

You may be entitled to points awarded by Social Work if you are in hospital or institutional care and cannot be discharged because of a lack of housing.

POINTS

Insecurity of tenure (if applicable)	100 points
Sharing amenities points	40 points
Medical and social needs points	where applicable

Note: No overcrowding points will be awarded unless the applicant is living in house-style accommodation.

Service Tenancies / Tied Accommodation

Applications from tenants living in this type of accommodation will be accepted on to the waiting lists as long as the applicant is aged 16 years or over.

Applications from service tenancies will be considered in line with all other applicants based on your point level. We will have no responsibility to re-house you when you are discharged or leave your tied accommodation unless you fall within the terms of the homelessness legislation.

When you leave your employment, whether by choice, retirement or dismissal, we will seek confirmation from your employer that you must also leave your accommodation. On receipt of confirmation, points for Insecurity of Tenure will be awarded to the application.

POINTS

Service Tenancies/Tied Accommodation	40 points
Insecurity of Tenure (if confirmed)	100 points

Shared Accommodation

Shared accommodation is a dwelling with multiple bedrooms, with access to living room, kitchen, and bathroom, shared by occupants who are not necessarily part of the same household but where there is one lease for the property. Assessment for points will be based on all occupants and all rooms in the property.

Points that may apply to an occupant applying as an individual.

POINTS

Overcrowding	If applicable
Sharing Amenities	40 points
Any other	As applicable

Note: Points for under-occupation and bed-sit points would not apply.

Individual Tenancy/Lease Agreement for Use of Rooms within Shared Property

As shared accommodation as above, but occupants have individual tenancy agreements. Assessment of application will be made from the room assigned to the applicant and would not take into account the circumstances of the people with whom they were lodging.

POINTS

Overcrowding	If applicable
Sharing Amenities	40 points
Any other	As applicable

Note: Points for under-occupation will not apply but bed-sit points may apply if there is no separate living room.

Houses in Multiple Occupation (HMO)

An HMO is a property that is shared by three or more tenants who aren't members of the same family. HMO landlords must have a licence from the council. This ensures that the property is managed properly and meets certain safety standards. The licence will be valid for up to three years, and will then have to be renewed.

If you apply from an HMO, we will check that your landlord is registered. If your landlord isn't registered, we will advise Landlord Registration at Environmental Health, who will contact your landlord to advise them of the requirement to register.

Assessment for points will be based on shared accommodation as above.

POINTS

Overcrowding	If applicable
Sharing Amenities	40 points
Any other	As applicable

Note: Points for under-occupation and bed-sit points would not apply.

Lodgings

If you are lodging in another family's home, where your meals are provided, or you have access to a kitchen we will assess your application from the bedroom which is for your use only, taking no account of the circumstances of the people with whom you are lodging.

POINTS

Overcrowding	If applicable
Sharing amenities	40 points
Any other	As applicable

Note: Points for under-occupation or bed-sit points would not apply

Sharing Amenities

You will be awarded points for sharing amenities if you do not have your own home and have to live in someone else's home or in an institution and share amenities.

Sharing amenity points are awarded if you share any of the following amenities with anyone other than those people listed in your application form as belonging to your household: -

- Living room
- Kitchen
- Bathroom
- Toilet

There is a standard award for sharing amenities, which applies where any or all of the amenities are shared.

POINTS

Sharing amenities

40 points

Social Need Points

Points can be awarded by Social Work in the following circumstances:

- Where there are severe childcare issues, for example where children have been victims of abuse; where children are recognised as vulnerable and at risk because of their housing situation and / or location
- Severe personal relationship difficulties – for example, any personal relationship within the household that is causing severe distress
- Situations where alternative accommodation is part of a Single Shared Assessment care plan, or Getting It Right For Every Child (GIRFEC) assessment.
- Where an individual is in hospital or residential care and cannot be discharged because of lack of housing.
- Situations where it is recognised as part of a Criminal Justice Social Work action plan that settled housing will reduce the risk of offending

These points will be awarded by a Senior Social Worker, or Service Manager, following an assessment and where necessary an interview. If you live out with Shetland, the interview may be carried out by your local Social Work Department, or by telephone, or with reference to a Single Shared Assessment.

If a Single Shared or GIRFEC Assessment has been carried out, Housing will ask you for a copy of the assessment and will pass it to Social Work to enable them to carry out their assessment for social need points. If you are moving to provide support or to receive support, this is considered under the support point's category and not in relation to social need points

Any information provided to Social Work will be treated in the strictest confidence and will not be shared with Housing except where appropriate in line with the Council's information sharing protocols. For details of your right to appeal the decision made please see Section 7.

POINTS

Social Work grade each application based on the degree of severity into one of the following categories:

Moderate need	20 points
Serious need	50 points
Severe need	75 points
Urgent need	100 points

Special Case Status

You will only be awarded Special Case status in exceptional circumstances.

Your application will only be considered for Special Case status if

You are a young person leaving care

Or if

All of the following criteria apply:

- You are considered to be in acute housing need, and
- Your application has been assessed and awarded the full entitlement to points under the terms of the Council's allocation policy, and
- There is a significant factor or factors or special circumstances in relation to your housing need, which is not reflected in the points assessment, and
- The total points awarded to your application do not place your application at the top of the list, or close to the top of the list, for your areas of choice, and it is accepted that there is no reasonable prospect of your acute housing need being met within an appropriate time scale, and
- You have considered alternative areas of choice and we have discussed this with you, but we have accepted that a change is not appropriate.

Each application is considered on its own merits. If your application is awarded special case status, you will be made up to two reasonable offers of accommodation.

Special case status does not mean that you will be offered the next available property, but instead means that your application will be considered alongside those at the top of the waiting list. You will generally only be considered for a property, which has been assigned your original quota group i.e. waiting list, transfer or homeless quota.

Special case applicants will generally be allocated in date order, however consideration will be given to the individual circumstances of all special case applicants, and the suitability of the available property to cater for their housing needs. The Council provides an undertaking to house applicants with special case status.

Support Points

Points may be awarded where you have to move to another area to give or receive support and all of your areas of choice for housing are closer to the person giving or receiving the support than your current home.

These points are discretionary and will only be awarded where your main reason for moving is to give or receive support and where you are moving to another area of choice to give or receive support.

These points will apply in cases where support is given to vulnerable individuals, (e.g. disabled, elderly, people with mental health problems) and this support will significantly benefit the individual receiving the support. This does not include child minding unless there are exceptional circumstances.

Contact will be made with both parties to confirm what support is being provided / received.

Support points will not be awarded unless you have to move to another area to provide / receive support.

POINTS

Providing / receiving support

30 points

Travel To Work Points

Points for travel to work will be awarded if you currently have to travel over 24 miles to your place of work, and all of your areas of choice for housing are less than 24 miles from the place of work.

These points also apply if you currently have to travel by ferry to reach your place of work, and none of your areas of choice would require you to travel by ferry to reach your place of work.

POINTS

Travel to Work

15 points

Under-Occupation

Under-occupation points are awarded to assist applicants in large houses who wish to move to smaller properties.

We will only award points for under-occupation if you are a local authority tenant or housing association tenant.

For the purposes of calculating under-occupation points, room sizes shall be defined as follows:

Floor Area Bedroom Size	No of Persons	Bedroom Size
110 Square feet (10.22m ²) Or larger	2	Double
70 Square feet (6.5m ²) or more, but less than 110 Square feet (10.22m ²)	1	Single

Council tenants who are moving from larger to smaller council accommodation may be eligible for the Transfer Payments Scheme.

POINTS

For each additional single bedroom 20 points
For each additional double bedroom 25 points

Unreasonable to remain

If you are living in accommodation, which is not suitable for your households needs long-term, you may be awarded points in this category.

For example, if you are living with family or friends, who are not asking you to leave immediately or by a certain date, but who are not able to have you staying with them long-term.

In this situation, we may also refer you to the Community Mediation Service to try and find a solution, agreeable to all parties, which will help all parties to cope with the situation until you can find alternative housing.

POINTS

Unreasonable to remain

35 points

Waiting Time

Your application will be awarded points for every year that it is active on the housing register.

POINTS

All applicants for each year that they are on the housing register

3 points

Young People Who Have Been Looked After

The Council has a statutory obligation to support young people who have been looked after, e.g. residing in a children's home; being provided with foster care; residing in residential establishments on the mainland or whilst residing in the family home.

In order to fulfil this duty we will ask you to complete an application form. Your application will automatically be awarded special case status following confirmation from Social Work that you meet the above criteria.

You may be provided with a variety of types of accommodation. This could include temporary, shared, supported or self-contained accommodation depending upon what is assessed as being most appropriate. Your views and those of your carers and Social Work will be taken into account in reaching this decision.

The special case status will remain in operation until you have been appropriately housed in permanent accommodation.

Section 7

Suspension Policy

Principles and Objectives of the Suspension Policy

This suspension policy is based on the legislative requirements of the Housing (Scotland) Act 2001 and good practice guidance.

It will be applied fairly and consistently across all different types of council houses in Shetland and will not vary between high and low demand areas.

It applies to all applicants on the housing register, with the exception of unintentionally homeless people in priority need who we have a duty to provide permanent accommodation to under the terms of the homelessness legislation or to tenants applying to exchange properties.

In all cases we will seek a tenancy reference from your former or existing landlord (including private tenancies) or from the family member or friend you are or have been living with. We will treat references from private landlords with some caution.

You must give your permission for a tenancy reference to be sought.

If we request information from other sources, you must either give your permission or we must be entitled to request the information under the terms of an information sharing protocol e.g. in relation to antisocial behaviour.

After we have assessed your level of housing need and awarded points as appropriate in line with this policy, we will carry out an assessment to find out if you are eligible to be considered for allocation, or if your application should be suspended for a period of time, until certain steps are taken or circumstances change.

In deciding whether to suspend an applicant from the housing register, we will consider each applicant's circumstances on a case-by-case basis. We will take into account the reasons for the circumstances or conduct and consider:

- The nature, frequency and duration of the conduct
- The extent to which the conduct is the consequence of acts or omissions of people other than the tenant
- The effect that the conduct is having on other people
- Any alternative action taken by the landlord to address the conduct

We will also consider the consequence of the suspension on you and your household.

The purpose of the suspension policy is to ensure that appropriate allocations can be made and where needed, appropriate pre or post-tenancy support can be offered to maximise your chance of a successful tenancy and limit any impact your behaviour may have on the wider community.

Appeals

You have the right to appeal any decision to suspend your application. You can do this by writing to the Estate Management Team Leader, Housing Service, 6 North Ness, Lerwick, ZE1 0LW. If you are not satisfied with the outcome, you should contact the Service Manager – Housing & Property, within two weeks of the Team Leader's written reply.

These appeal procedures do not replace your rights to use the Council's Corporate Complaints Procedure or the right to refer a complaint to the Local Government Ombudsman.

Reviews

Suspensions should be temporary. If we suspend your application, we will tell you clearly in writing the reasons for the suspension, how long the suspension will apply and / or what steps you need to take to have the suspension lifted.

We will tell you of our decision within 14 days of gathering all the information needed to assess your eligibility for allocation.

If your application has been suspended until certain steps are taken or circumstances change we will review your application every six months. When we review your application we will contact you to ask if your circumstances have changed or if you have taken the steps required to lift the suspension.

If you have taken the steps required, confirmation of this will be sought as appropriate and the suspension will be lifted. Your application will be considered from the date you first applied.

If your application has been suspended for a period of time (these types of suspensions are marked with an * in the following policy), it will automatically become active after this date has passed. Your application will be considered from the date you first applied.

Monitoring

We will monitor on a monthly basis and will report annually on:

- The number of applicants who are suspended from the housing register at the start of each month
- The number of applicants falling into the main categories for suspension:

- Debt
- Antisocial behaviour
- Offers penalties
- Local connection
- False information
- Other
- The number of offers refused and the main reasons for the refusals
- The number of appeals against suspensions and whether these appeals were successful or not.

Common Housing Register

Shetland Islands Council and Hjaltland Housing Association operate a common (joint) housing register. Applicants to Shetland Islands Council will be considered under the terms of this policy. Applicants to Hjaltland Housing Association will be considered under the terms of their policy.

Alternatives to Suspensions

We aim to minimise the number of people suspended from our housing register. We will look for alternatives to suspensions from the housing register wherever possible.

Probationary tenancies

We will grant a short Scottish Secure Tenancy with support when an applicant has been evicted for antisocial behaviour in the last three years for either six months or a year.

Supported Housing

We will refer applicants who are potentially homeless or who have other housing support needs to the Housing Outreach Service.

Dealing with Debt

The following is set out in our arrears policy.

- We will carry out fact to face visits in the early stages of arrears to discuss realistic repayment agreements.
- We will make referrals to housing, welfare benefits or debt advice providers.
- We will identify responsibility for following up former tenants arrears.
- We will adopt criteria for former tenants' arrears write-off.

The following is set out in our voids policy.

- We will carry out housing benefit checks at the start of a tenancy and if arrears emerge.
- We will arrange home visits prior to keys being handed in at the end of the tenancy and discuss any outstanding debt.

Definitions

Exclusion happens when you apply to go on the housing register but are refused access to that register.

A **suspension** happens when you have been assessed for and accepted onto our housing register but you are told that you are not eligible for an allocation to, or will not be offered housing until:

- A certain period has elapsed
- Your conduct has changed; or
- A change in your circumstances has occurred

Conduct Suspensions are restrictions as a result of an action by you or in some cases, by a member of your household. Examples include: previous rent arrears or other debts – including rechargeable repairs or service charges: previous behaviour, such as anti-social conduct: or refusal of previous offers of accommodation.

Eligibility Suspensions are restrictions, which are a result of your current circumstances. Examples include restrictions placed on homeowners, or on people with income or savings above certain levels or on people without a local connection. A particular example relates to applicants with support needs, where the landlord organisation is reluctant to offer accommodation, unless a support package is put in place.

Cancellations

We will not cancel your application unless:

- You have requested we cancel it (usually in writing)
- On the death of the applicant
- If you do not respond to your review letter

When you apply, if we need further information from you, your application will be placed on the housing register, but will be marked as **pending** until you have provided the information required to assess your housing need.

You can ask that your application is **deferred** until a future date if you do not want to currently be considered for housing, or we can defer your application until a future date if you do not currently have a housing need e.g. if you live in tied accommodation, are in prison or in the armed forces.

Antisocial Behaviour

If you are in breach of any of your tenancy conditions we may suspend your application. In reaching this decision we will take into account the seriousness of the breach and will disregard less serious breaches of tenancy.

We may also suspend your application if there is clear evidence, e.g. from police reports or fire authority reports on current or recent antisocial behaviour directly relevant to your tenancy including:

- Relevant criminal convictions (i.e. relevant to a tenancy or to community safety)
- Drug-dealing from a tenancy
- Prostitution from a tenancy
- Fire-raising
- Extensive damage to a landlord's property
- Harassment of or threats to neighbours

We will suspend your application if you or a member of your household have previously been evicted for antisocial behaviour, have a decree granted or have an ASBO (anti social behaviour order) granted.

We will suspend your application if you are violent or threatening towards staff, either in the housing office or in the estates where we have houses. In reaching this decision, we will take into account the level of seriousness and the circumstances in which the conduct arose e.g. the conduct should be at a level of seriousness that could or should lead to you being charged.

We will suspend your application for antisocial behaviour until there is evidence of a change in your behaviour e.g. evidence from a probation officer or a social worker or your current landlord which shows a change in behaviour for at least a period of three months.

We will review suspensions for antisocial behaviour every six months.

Rent arrears

If you have any outstanding debt to do with your tenancy, we may suspend your application until: -

- the amount you owe is less than the equivalent of one months rent of the tenancy; or
- You have agreed with your landlord an arrangement for paying the debt; and
- You have made the agreed payments for at least 3 months; and
- You are continuing to make such payments.

We will disregard outstanding debts, which are more than 5 years old.

We will not suspend your application where overpayments of housing benefit were clearly a result of errors made by housing benefit administration.

We will not suspend your application for mortgage arrears, council tax arrears or other unpaid debts not directly relating to a tenancy

Debt related to a tenancy includes:

- Service charges
- Rechargeable repairs

- Cleaning a house, which was not left clean, tidy and in good decorative order
- Costs of clearing an abandoned house and storing furniture
- Charges for heating in some circumstances
- Factoring or property management charges

Debt related to a tenancy does not include:

- One-off charges
- Garage rent
- Council Tax

We will not suspend homeless people for debts left in temporary accommodation, if the temporary accommodation was short term such as bed and breakfast accommodation or hostel accommodation where no tenancy was created.

We will also not suspend homeless people for debts left in temporary accommodation where we have a duty to provide permanent accommodation under homelessness legislation.

We will consider each applicant's circumstances on an individual basis. In exceptional circumstances, for example where the debt accumulated as a result of genuine hardship and financial difficulties, we will not suspend your application. In reaching this decision we will take into account the extent to which the debt has been a result of wilful non-payment or action on your part and the extent to which accumulation of debt is fall-out from other problems, which you have faced. We will also take into account the consequences of suspension from the housing register.

We will review suspensions for rent arrears every six months.

Condition of house or tenancy

We may suspend your application if you are currently a tenant of Shetland Islands Council and you are not maintaining your home to the standard specified in your tenancy agreement.

This could include not keeping your garden or the common areas in a clean and tidy condition; not controlling or tidying up after your pets; not disposing of rubbish appropriately; or vandalism of the property.

We will suspend your application until there is evidence that you are maintaining your home to the agreed standard for a period of at least three months.

We may suspend your application if you have an unauthorised lodger until permission for the lodger is given or until the lodger moves out if permission cannot be given. We will not suspend the unauthorised lodger for this reason alone.

We will review suspensions for the condition of your house or tenancy every six months.

Refusals

We will suspend your application for a period of up to three months if you refuse two reasonable offers of accommodation from the Council or of accommodation offered by Hjaltland Housing Association as a result of a nomination from the Council.

In reaching the decision on whether offers of accommodation are reasonable or not, we will take into account any exceptional social or medical circumstances your household may have.

We will not consider a refusal due to the condition or standard of the property as reasonable unless you have first contacted us to discuss the problems prior to formally refusing the offer, as these problems can usually be resolved

If you reasonably refuse an offer of accommodation, we will review your areas of choice and property types, with the expectation that these will be narrowed down to better reflect your choice and housing need following discussion with you.

This section does not apply to homeless people, where we have a duty to provide permanent accommodation under homelessness legislation.

Local Connection

If you are not currently resident in Shetland you will not be made an offer of accommodation unless you:

- a) Are employed, or have been offered employment in Shetland
- b) Wish to move to Shetland to seek employment
- c) Wish to move to Shetland to be near a relative or carer
- d) Have special social or medical reasons for requiring to be housed in Shetland
- e) Are subject to harassment and wish to move to Shetland
- f) Run the risk of domestic violence and wish to move to Shetland.

When considering if you can be allocated a property under paragraph item **a)**, we will carry out reasonable checks to confirm you are in employment or that you have been offered employment. For example we will contact your employer or your prospective employer.

Under item **b)**, if you are actively seeking employment, you will be asked to provide copies of correspondence relating to any applications you have made, or the contact details of your prospective employers. We may also take into

account the type of employment you are seeking in relation to available employment in Shetland.

Under items c), contact will be made with your relative or your support agencies as appropriate.

Under item d), consideration will be given to the nature of the social or medical reason for your application, and whether or not it can or will be met and improved by a move to Shetland. Contact will be made with relevant agencies e.g. Social Work, Education, GP, and District Nurse as appropriate.

Under item e), confirmation that you are subject to harassment will be sought from the Police and / or your current local authority.

Under item f), confirmation of your circumstances may be sought if appropriate.

Your application will be suspended until you have a valid local connection e.g. the offer of a job. We will review suspensions for local connection every twelve months.

Fraud or False Information

We will suspend your application for a period of up to six months if you deliberately give us false information or don't tell us something that is relevant to your application, in order to gain advantage over other applicants in housing need.

In reaching this decision we will take into account your housing needs and the consequences of suspending your application from the housing register.

If we make you an offer of accommodation, based on false information, or due to your failure to advise us of a change in your circumstances, which affects the number of points you have, we will withdraw the offer of accommodation and your application will be suspended for up to 12 months.

We may also refer the matter to the police for further investigation. In some circumstances you may become subject to a fine not exceeding £5,000.

If it comes to our attention that a tenant has obtained their Council accommodation as a result of providing false information or withholding information, legal action will be pursued and may result in the loss of tenancy or criminal proceedings.

Housing Support

We do not wish to see vulnerable applicants set up in a new home only for the tenancy to fail, as we recognise this is bad for your self-confidence and that of your household, bad for us as your landlord and bad for the community.

If we anticipate that you have support needs we will involve Housing Outreach or Social Work and / or other organisations involved in support provision at an early stage. Where appropriate your family or carer will be involved in the needs assessment.

We may suspend your application if we believe you have support needs, which will affect your ability to sustain your tenancy, if that support is not available, or if you refuse to allow us to assess your support needs or if you refuse to accept the support offered.

We will suspend your application until such time as the support is available or you allow us to assess your support needs or we can negotiate an agreed support package with you, which you will accept.

We will review suspensions for support needs every six months.

Income or property ownership

We will not take your income into account in making an allocation of housing. We will also not take into account whether you currently own or have owned property of whatever value.

We will take your income or property ownership into account in providing advice about your overall housing options.

Moving to less suitable accommodation

If you move to less suitable accommodation, which would increase your points due to:

- Overcrowding
- Lack of amenities
- Sharing amenities
- Mobile home points
- Insecurity of tenure

We will suspend your application for a period of three months, unless in our judgement there was a valid reason for the move, e.g. to prevent homelessness, severe relationship breakdown or medical reasons.

Right to Buy

We will suspend your application if you are currently a tenant of Shetland Islands Council and you apply to buy your house, until the sale has been finalised. Your application will then be changed from a transfer application to a waiting list application for the purposes of the quota system.

We will review suspensions for right to buy every six months.

Abandonment or voluntarily leaving a tenancy

We will not suspend your application if you have abandoned or voluntarily left a previous tenancy, unless there are other issues, which would lead to your application being suspended.

Evictions

Evictions due to debt or antisocial behaviour are discussed earlier in this Section.

If you have been evicted because someone residing in your house, or anyone visiting it, has been convicted of using the house or allowing it to be used for illegal or immoral purposes or a criminal offence, punishable by imprisonment, which was committed in the house or the locality, we will suspend your application for a period of up to six months.

If you have been evicted because you, and your spouse or co-habitee, have been absent from the house for more than six months without good reason, or you have stopped living in it as your principal home, we will suspend your application for a period of up to six months.

In reaching this decision we will take into account your housing needs and the consequences of suspending your application from the housing register.

Applicant not lived in a house for a specific period of time

If you are a transfer applicant, we will not suspend your application because you have not lived in your house for a set minimum period of time.

Homeless people

We are obliged to provide a permanent home to homeless people who fall into certain categories. We will not suspend unintentionally homeless people in priority need that we have a duty to provide permanent accommodation to under the terms of the homelessness legislation in any circumstances.

We may suspend intentionally homeless people or homeless people not in priority need in the same way as we would other applicants for housing.

Low or no housing need

We will not suspend your application if you have no or low housing need under the terms of our Allocation Policy. Instead we will advise you what this means in relation to the likelihood of you being offered Council housing. We will offer advice and information on other housing options that are open to you.

Suspension Policy - Summary Table

Issue			Time	Review
Rent Arrears	Conduct	Conditional	Min three months	Six Months
Anti-Social Behaviour	Conduct	Conditional	Min three months	Six Months
Condition of House or Tenancy	Conduct	Conditional	Min three months	Six Months
Moving to Less Suitable Accommodation	Conduct	Time Limited	Three Months	-
Refusals	Conduct	Time Limited	Three Months	-
Fraud or False Information	Conduct	Time Limited	Six Months	-
Evictions	Conduct	Time Limited	Six Months	-
Local Connection	Eligibility	Conditional	Until Met	Annually
Housing Support	Eligibility	Conditional	Until Met	Six Months
Right to Buy	Eligibility	Conditional	Until Met	Six Months
Abandonment or Voluntarily Leaving a Tenancy	Not applicable in own right			
Income or Property Ownership	Not applicable in own right			
Not Living in House for a Certain Period of Time	Not applicable in own right			
Statutorily Homeless People	Not applicable			
Low or No Housing Need	Not applicable in own right			

Section 8

Lettings Plan

The Council's Allocation Policy has been designed primarily to allocate houses according to housing need. It takes into account the reasonable preference categories within the Housing (Scotland) Act 1987, as amended by the 2001 Act, and the Council's statutory duty to prevent homelessness occurring.

In order to assist with meeting these requirements, allocations will take into account the following Lettings Plan.

We will allocate vacant general need properties to one of three quota groups outlined below, in line with agreed targets. The quota groups will consist of transfer applicants (SIC and HHA tenants), homeless applicants and waiting list applicants (all others).

The aim is to establish a balance of lets between the three groups to assist in ensuring that the range of housing needs which the policy is attempting to address is achieved. The recommended targets will be monitored throughout the year and reviewed when necessary, but at least once a year.

Targets as of 1 April 2011*

Lerwick	1 – 2 Apt	3 Apt	4 Apt	5 Apt +
Homeless	80%	60%	40%	30%
Waiting List	10%	20%	30%	35%
Transfer	10%	20%	30%	35%

Landward	1 – 2 Apt	3 Apt	4 Apt	5 Apt +
Homeless	60%	60%	40%	30%
Waiting List	20%	20%	30%	35%
Transfer	20%	20%	30%	35%

The Head of Housing, or nominee, in consultation with the Allocation Policy Monitoring Group has delegated authority to change the quota targets during the year if required (Min Ref SIC 12/07).

Equal Points

If two or more people have the same number of points, we will usually offer the house to the person who has been on the housing register the longest.

*1-2 Apts are bedsits and 1 bedroomed houses, 3 Apt is a 2 bedroomed house, 4 Apt is a 3 bedroomed house and 5 Apt+ are those houses with 4 or more bedrooms.

Joint Tenancies

We will offer you a joint tenancy if your application is in more than one name unless there are exceptional reasons for not doing this.

Allocation On Management Grounds

We will only allocate a property on management grounds in exceptional circumstances, normally to ensure the best use is made of our housing stock. The following are situations where we may use management grounds to allocate a property:

1. If you are a Council tenant you may be offered a transfer on management grounds to assist in the refurbishment of Council stock e.g. because your property is suitable for conversion or adaptation or is too big for you.
2. If you are a Council tenant you may be offered a transfer on management grounds where it is recognised that extensive social adaptations are required to your existing property and an alternative suitable property becomes available prior to adaptation work being undertaken.
3. If you are a Council tenant you may be offered a transfer on management grounds to release a property for which there is currently an exceptional need e.g. a ground floor property with level access that could be fully utilised by a highly pointed applicant who is a wheelchair user.
4. If a property has been adapted or has good access, i.e. amenity standard and would be more suitable for applicants with mobility problems.
5. If you are highly pointed and your points include insecurity of tenure points, and we are satisfied that actual homelessness could occur, you may be allocated a property in order to prevent homelessness occurring.
6. If the property has been assigned a particular quota, but you have significantly more points than the first applicant in that quota group.

Allocation of General Needs Properties

If you are a transfer or waiting list applicant your position on the register will depend on the number of points you have. If you are a special case or homeless applicant your application is considered in date order, based on the date your application or homeless presentation was made and not by points level.

Vacant properties will usually be allocated to the first applicant on the housing register in one of three quota groups who require the size of the property that is available in an area of choice.

In areas with a small waiting list, a limited stock of council housing, or a low turnover, all applications for the area will be considered, including applicants who do not require that size of housing.

Waiting List and Transfer Targets

The computer system assigns every general needs vacancy in Shetland a quota in line with the above targets.

If the property is assigned a waiting list or transfer quota, the vacancy will normally be offered to the highest pointed applicant within the quota group.

If there aren't any applicants on the housing list within the assigned quota group, then the vacancy may be offered to the highest **pointed** applicant on the list in the other quota group.

If there aren't any **pointed** applicants on the list, the vacancy can be offered to the first homeless applicant on the housing list.

Homeless Targets

If the property is assigned a homeless quota, the vacancy will normally be offered to the first homeless applicant on the list.

If there aren't any homeless applicants on the list, then the vacancy may be offered to any homeless applicant the Council has a duty to secure permanent accommodation to, that the Council considers the vacancy to be reasonable for.

If the vacancy is not a reasonable offer for any homeless applicant, then it can be offered to the highest pointed applicant in another quota group, in line with agreed targets.

If there are no other applicants on the list, then the vacancy will be assessed for action under the terms of the no / low demand procedure, in the Void Policy.

Allocation of 'Low Demand' properties

A low demand property (whether empty or occupied) is a property where one or more of the following exists:

- A small or non-existent waiting list for the property;
- Tenancy offers are frequently refused for reasons other than personal reasons;
- Higher than normal rates of tenancy turnover in the area.

If a vacant property is assessed as being 'low demand', it will be advertised in the local papers and on the Council's website. Expressions of interest will be invited from applicants registered on the housing list.

The advert will state the preferred application group as determined by the quota for the vacancy as well as the size and location of the vacant property.

You do not need to have applied for housing in the area where the property is to be considered for the vacancy but you must have an active application for housing and be eligible for allocation under the terms of the Allocation Policy.

Vacant 'low demand' properties will usually be allocated to the first applicant on the housing register who has expressed an interest in the property and who is in the assigned quota group for the size of property being advertised.

If you are a transfer or waiting list applicant your position on the register will depend on the number of points you have. If you are a special case or homeless applicant your application is considered on the date your application was made and not by point level.

If no one in the assigned quota group applies, the property will be offered first to any homeless applicant who has applied then to the highest pointed applicant in a different quota group.

If no one who needs the size of property being offered for let applies, we will then consider applicants who need a bigger or smaller property in line with the above procedure.

Allocation of Caravan Sites

We lease a small number of caravan sites to private caravan owners. We do not maintain a waiting list of people interested in leasing a caravan site.

If a caravan owner decides to sell their caravan, the owner arranges the sale privately. The owner will terminate their lease of the caravan site in writing, stating who they would like the new owner to be and the date of sale.

If you are the new owner, you then have to apply to us in writing, asking to take on the lease of the caravan site from the date of sale. If permission is granted for you to take on the lease of the caravan site, your purchase of the caravan can be completed with the former owner.

Section 9

Allocation of Supported Housing

If you have been assessed as having community care needs you have the right to apply for council housing. You will be allocated points in line with this policy.

In cases where there are complex community care needs we will work jointly with you, your carers, Social Work, the Shetland Health Board and any other relevant agencies to determine the most appropriate form of housing to meet your needs.

Allocation of Sheltered Housing

You can apply for sheltered housing by completing a housing application form.

Once we have your application, a housing officer will arrange an appointment to see you at your home to carry out a sheltered housing assessment.

Requests for sheltered housing assessments may also be received from existing applicants either directly or through a referral, from Social Work for example.

To be assessed as requiring **sheltered housing** you should have:

- A housing need e.g. lack of amenities, overcrowding, housing related medical needs; and
- A need for the services of a Housing Support Worker e.g. you are isolated and your basic needs cannot be met by family or friends, or you need the caretaking services of the Housing Support Worker such as assistance with repairs, emergency heating and lighting; and
- A need for the community alarm service.

To be assessed as requiring **very sheltered housing** you should have:

- Complex community care needs
- A need for the on-site support and care services 24 hours per day
- A need for the community alarm service; and
- A housing need e.g. lack of amenities, overcrowding, housing related medical needs.

We will notify Social Work in writing that we have carried out a sheltered housing assessment with details of any relevant issues. Social Work will assess whether there are any other issues such as your support needs, existing care packages and other social factors that need to be taken into account. In cases where the needs are complex this may involve a joint visit between Housing and Social Work.

If it is felt that you may require very sheltered housing, we will arrange for a single shared assessment to be completed.

Social work will inform Housing of any relevant issues. Housing will then award the following Priorities where appropriate:

- **Priority 1.** You have an urgent housing need and a high level of need for support from a Housing Support Worker
- **Priority 2.** You have a high level of need for support from the Housing Support Worker. You also have a housing need.
- **Priority 3.** You are relatively independent and would require the support of a Housing Support Worker on a limited basis. You also have a housing need.

Sheltered Housing vacancies will be offered to the applicant with the highest priority and with the highest level of housing need.

Designated Sheltered Housing

If you live in a property that has been designated as a sheltered house you will receive the services of the Mobile Housing Support Worker. Your property will have been fitted with emergency lighting and a Homelink community alarm unit. You will also receive a heating subsidy.

The designation of this type of housing usually only lasts for the duration of the tenancy. Where the tenancy ends, the property would revert to general needs accommodation.

Allocation of Very Sheltered Housing

If you have been assessed as having complex community care needs or have specific housing needs, for example you are a wheelchair user, you have the right to apply for council housing. You will be allocated points in line with this policy. You should also have a current single shared assessment.

In cases where there are complex community care needs we will work jointly with you, your carers, Social Work, the Shetland Health Board and any other relevant agencies to determine the most appropriate form of housing to meet your needs.

King Erik House

If you want to apply for very sheltered housing, you should complete a housing application form and applications for medical and social need points.

Requests for very sheltered housing may also be received from existing applicants either directly or through a referral, from Social Work for example.

If you do not already have a single shared assessment, we will arrange for one to be completed. You cannot be considered for allocation to King Erik House, without both a current housing application and single shared assessment.

Whether you are suitable for allocation to King Erik House does not depend upon your housing need. Issues such as your care needs are taken in to account. Only applicants with complex community care needs will be considered for this type of accommodation.

To be assessed as requiring **very sheltered housing** you should have:

- Complex community care needs
- A need for the on-site support and care services 24 hours per day
- A need for the community alarm service; and
- A housing need e.g. lack of amenities, overcrowding, housing related medical needs; and

The King Erik House Management Team (which includes Housing and Social Work) will jointly assess your application and single shared assessment. If you were referred to the project, your referrer will also be invited to the assessment meeting. The Management Team will then award the following priorities where appropriate:

- **Priority 1.** You have complex community care needs, a high level of need for support from a Housing Support Worker and an urgent housing need.
- **Priority 2.** You have complex community care needs, a high level of need for support from the Housing Support Worker. You also have a housing need.

- **Priority 3.** You have complex community care needs, a high level of need for support from the Housing Support Work. You have low housing need.

Vacancies at King Erik House will be offered to the applicant who has been awarded the highest priority and with the highest level of housing need. The final decision will be agreed by the consensus of the members of the Management Group.

Annsbrae House

Annsbrae House provides self contained, supported tenancies to applicants with ongoing mental health problems, who have either been residing within Shetland or who wish to return to Shetland from a mainland hospital.

If you want to apply for a tenancy at Annsbrae House, you should complete a housing application form and applications for medical and social need points.

Requests for Annsbrae House may also be received from existing applicants either directly or through a referral, from Social Work for example.

If you do not already have a single shared assessment, we will arrange for one to be completed.

You cannot be considered for allocation to Annsbrae House, without both a current housing application form and single shared assessment.

The Annsbrae Management Team (which includes Housing, Social Work and the Health Board) will jointly assess your application and single shared assessment. If you were referred to the project, your referrer will also be invited to the allocation meeting.

Whether you are suitable for allocation to a property within this development does not depend solely upon your housing need. Issues such as compatibility with other tenants and your care needs are taken in to account. In addition, only applicants with a complex community care needs assessment will be considered for this type of accommodation.

Vacancies at Annsbrae House will be offered to the applicant who best meets the above criteria, and the final decision will be agreed by the consensus of the members of the Management Group.

Independent Living Scheme

The Independent Living Scheme (ILS) provides shared supported accommodation for applicants with learning disabilities.

If you want to apply for an ILS property, you should complete a housing application form and applications for medical and social need points.

Requests for ILS may also be received from existing applicants either directly or through a referral, from Social Work for example.

If you do not already have a single shared assessment, we will arrange for one to be completed.

You cannot be considered for allocation to the Independent Living Scheme, without both a current housing application form and single shared assessment.

The ILS Management Team (which includes Housing and Social Work) will jointly assess your application and single shared assessment. If you were referred to the scheme, your referrer will also be invited to the allocation meeting.

Whether you are suitable for allocation to a property within ILS does not depend solely upon your housing need. Issues such as compatibility with other tenants and your care needs are taken in to account. In addition, only applicants with a complex community care needs assessment will be considered for this type of accommodation.

Vacancies within the ILS will be offered to the applicant who best meets the above criteria, and the final decision will be agreed by the consensus of the members of the Management Group.

Community Care Adaptation or Extension

If you need major adaptations, an extension to meet a community care or social need or need a wheelchair accessible property, you should complete a housing application form and applications for medical and social need points.

Requests for specialist housing may also be received from existing applicants either directly or through a referral, from Social Work for example.

If you do not already have a single shared assessment, we will arrange for one to be completed.

We will also carry out a 'special case' assessment on your application.

You will only be awarded 'special case' status in exceptional circumstances. Your application will only be considered for 'special case' status if all of the following criteria apply:

- You are considered to be in acute housing need;
- Your application has been assessed and awarded the full entitlement to points under the terms of the council's allocation policy;
- There is a significant factor or factors or special circumstances in relation to your housing need, which is not reflected in the points assessment;
- It is accepted that there is no reasonable prospect of your acute housing needs being met within an appropriate time scale;
- You have considered alternative areas of choice and we have discussed this with you, but we have accepted that a change is not appropriate.

The possible solutions to your housing need could include:

- Converting two houses into one
- Converting your loft
- Adding an extension
- Adapting the layout of your existing home
- Offering you a transfer to an alternative, more suitable property
- Building a new, suitable property: or
- You buying, building or renting a more suitable property

We will make a recommendation for the most appropriate options based on your single shared assessment and will take cost in to account where there is more than one practical option.

Once agreed, your application will then be added to an annual rolling programme of planned community care works.

The work will generally be carried out in date order, however consideration will be given to the individual circumstances of all special case applicants, the solution recommended and the available annual budget.

Section 10

Local Letting Initiatives

Local letting initiatives are local agreements for letting certain properties.

They can be designed around a particular type of property e.g. long term void sheltered housing; or a group of properties in a specific area e.g. letting profile area properties. They can also be designed to take into account a particular local need e.g. relocating workers or remote area teachers.

Letting Profile Areas

Letting profile areas are where certain groups of properties, because of their design or location are designated as having specific letting profiles to ensure sensitive lettings.

These properties will be highlighted and advertised as being part of a letting profile area. Only a small number of properties are part of the scheme and are the exception rather than the rule.

Letting profile areas will be reviewed as necessary but at least once a year to determine whether it is appropriate for them to remain as letting profile areas.

Letting profiles areas for the year 2010/2011 will be:

- 1-9 St Olaf Street;
- 47 St Olaf Street;
- High Street;
- Parkfield;
- 12a North Road;
- Rudda Park;
- Ladies Drive

The Head of Housing, or nominee, in consultation with the Allocation Monitoring Group is given delegated authority to add letting profile areas based on prevailing need at the time.

1 – 9 St Olaf Street, 47 St Olaf Street, High Street & Parkfield

1-9 St Olaf Street; 47 St Olaf Street; High Street; Parkfield;

The above properties are single storey, good access dwellings or have a stair lift installed to ensure good access to every floor. They have traditionally been tenanted by elderly applicants or applicants with mobility or social needs, who need a small, easy to manage property with good access.

We will aim to let any vacancies within these streets to the highest pointed applicant, within the assigned quota group, who needs this type of housing. We will consider the overall impact of an allocation of vacant housing in these properties on other tenants in the area and aim to allocate these properties sensitively.

You will not be considered for this type of accommodation where there is evidence of past anti-social behaviour in your existing or previous accommodation. Information will be sought from your landlord and other agencies such as the Police and Social Work if required.

If you do not agree with the decision regarding your application you can appeal or ask for a review of your application.

1 Rudda Park

This property is part of a scheme of independent living properties, where support is provided to tenants 24 hours per day.

We will aim to let this property to the highest pointed applicant, within the assigned quota group. It is important to note that as this property is within an independent living scheme, we will consider the overall impact of an allocation on other tenants in the area and aim to allocate this property sensitively.

You will not be considered for this property where there is evidence of past anti-social behaviour in your existing or previous accommodation. Information will be sought from your landlord and other agencies such as the Police and Social Work if required.

If you do not agree with the decision regarding your application you can appeal or ask for a review of your application.

12a North Road

12a North Road has eight bed-sits on two floors, with shared bathrooms located on the landings of the communal stairway. For this reason it will be let to single women only and we will consider the overall impact of an allocation of vacant housing in this building on other tenants in the property and aim to allocate these properties sensitively.

If you are a single female applicant, you will be sent a letter (ALP0014) when we receive your application, asking you if you are interested in being considered for a bed-sit at 12a North Road.

If you want to be considered for 12a North Road, we will arrange an interview with you at the property, so you can view the property. We will also discuss the conditions of tenancy, and give you an information pack to look through.

If you are still interested, we will make a decision about your eligibility for allocation to 12a North Road within 14 days.

You will not be considered for this type of accommodation where there is evidence of past anti-social behaviour in your existing or previous accommodation. Information will be sought from your landlord and other agencies such as the Police and Social Work if required.

If you do not agree with the decision regarding your application you can appeal or ask for a review of your application.

If you are eligible for allocation, your application will be updated to reflect this housing option. If a vacancy arises, we will match applicants who have been accepted as eligible and an offer will be made to the highest pointed applicant within the assigned quota group.

Ladies Drive

Ladies Drive is a scheme of 33 self contained bed-sit flats, which used to be hostel accommodation, but was changed from this to general need housing, approximately 2 years ago. More than 50% of the flats are now let on a secure tenancy basis, and our aim is to increase this percentage to 100% over the next 2 – 3 years.

Vacancies at Ladies Drive can be considered 'low demand' as tenancy offers are frequently refused for reasons other than personal reasons and there is a higher than normal rate of tenancy turnover in the area. For this reason, and to increase the stability of the community, vacancies at Ladies Drive may be advertised with expressions of interest invited, as described on page 75 of this policy.

The highest pointed applicant, within the assigned quota group, will be offered the vacancy, however as there have been some problems with noise and anti-social behaviour in this scheme, we will consider the overall impact of an allocation of a vacancy at Ladies Drive on other tenants in the area, and aim to allocate these properties sensitively.

You will not be considered for a vacancy at Ladies Drive, where there is evidence of past anti-social behaviour or other unresolved breaches of tenancy, in your existing or previous accommodation. Information will be sought from your landlord and other agencies such as the Police and Social Work if required.

If you do not agree with the decision regarding your application you can appeal or ask for a review of your application.

51 Burgh Road

51 Burgh Road provides shared bed-sit supported tenancies to applicants who are aged 16 – 25 years, who are homeless and who are not in education, employment or training.

Issues such as compatibility with other tenants and your motivation to engage with the scheme are taken in to account when allocating vacancies.

Allocation of bed-sits to applicants within 51 Burgh Road will be jointly assessed and undertaken by the Project Allocation Panel.

Vacant Sheltered Housing or Non Trad Lets

Where there are vacant sheltered properties within a sheltered scheme these can become available for let to applicants who would not normally be assessed as requiring sheltered accommodation.

These properties will be allocated to ensure the best use of the Council's stock but also as a means of sustaining local communities by making vacant properties available to younger applicants.

In allocating vacant sheltered housing the following priorities will be applied:

- 1 All applicants assessed as requiring sheltered housing under the existing sheltered housing assessment process will be given priority over all other categories of applicant.
- 2 Applicants eligible to be on our housing register, living within the local community or living out with the area but who have a local connection (family associations, or have previously lived in the area, or who work or have been offered employment in the local community) will then be considered.
- 3 All other applicants eligible to be on the housing register will then be considered.

If you fall into category 2 or 3 your application will be pointed in line with the Allocation policy.

It is important to note that as these properties are within sheltered schemes we will consider the overall impact of an allocation of vacant sheltered housing on other tenants in the area and aim to allocate these properties sensitively.

You will not be considered for this type of accommodation where there is evidence of past anti-social behaviour in your existing or previous accommodation. Information will be sought from your landlord and other agencies such as the Police and Social Work if required.

If you do not agree with the decision regarding your application you can appeal or ask for a review of your application.

Tenants of these properties can receive the support of the Housing Support Worker as required.

The designation of this type of housing usually only lasts for the duration of the tenancy. Where the tenancy ends, the property would revert to sheltered accommodation.

Designated Remote Area Schoolhouses

The Council has agreed that teaching staff will be entitled to assistance with housing if they are employed to work at schools in designated remote areas. These remote areas are: Fair Isle, Fetlar, Foula, Papa Stour, Skerries, Whalsay, Unst, and Yell. These areas are subject to review as necessary.

These properties are allocated in consultation with the Education Service as follows:

- First preference is given to teaching or other staff that require the accommodation in order to work at the school. The tenancy offered would be a Short Scottish Secure Tenancy tied to employment at the school.
- If no member of teaching staff requires the accommodation, the property may be used as temporary accommodation for homeless applicants.

Standard of Accommodation

The accommodation is carpeted and curtained throughout and is decorated to a high standard. Furniture or white goods are not provided in the accommodation. The rent is set to reflect the additional costs of providing carpets, curtains and decoration.

How to apply for a Designated Remote Area Schoolhouse

You should complete an application form when you are offered employment with the Shetland Islands Council's Education Service. You should note on the application form the school where you will be taking up employment, and select this same area as your area of choice for housing.

Although first preference is given to teaching staff that require the accommodation in order to work at the school, occasionally vacant designated remote schoolhouses are let on a temporary basis to other applicants.

Because of this, there is no guarantee that the accommodation will be available to you prior to the start date of your employment. You may have to find your own accommodation initially.

Post start date applications

If you apply for a designated remote area schoolhouse after you have started your employment with the Council, accommodation will only be offered if there are vacancies in your school's area and no other demand for those vacancies.

You should contact the Housing Service as soon as possible after being offered your post to discuss the housing options available to you and to confirm the application process.

Other Housing Options

If you do not wish to move into the designated schoolhouse, further housing advice can be obtained on the Housing Options Guide website at <http://www.shetland.gov.uk/housingoptionsguide>.

Section 11

Refusing An Offer Of Accommodation

Waiting List And Transfer Applicants

You will receive up to a maximum of two reasonable offers of accommodation from either the Council or Hjalmland Housing Association through the nominations procedure.

We consider a reasonable offer of accommodation to be accommodation that meets your household's needs in relation to the size, type and location of the property, based on the information held about your application by us at the time of allocation.

Any change of circumstances relating to you and your household should be notified to us as soon as possible so that these can be taken in to account in considering you for housing.

If you wish to refuse a property due to the condition or standard of the property you should contact us to discuss the problems prior to formally refusing the offer. Refusals due to the condition or standard of the property may not be considered reasonable, as these problems can usually be resolved.

If you refuse an offer of accommodation, you should tell us your reasons for doing so, preferably in writing.

We will then make a decision as to whether or not we consider your refusal to be reasonable. In reaching this decision we will consider any exceptional social or medical circumstances within your household.

If your refusal is considered to be reasonable, the offer will be withdrawn.

If there is no special reason for your refusal of the offer, the offer will stand and only one further offer of accommodation will be made.

Your areas of choice and property types will also be reviewed with the expectation that these could be clarified or narrowed down following discussion with you.

If there are no special reasons for your refusal of a second offer, then your application may be removed from the housing register for a period of up to three months.

Homeless Applicants

You will receive up to a maximum of two reasonable offers of accommodation from either the Council or Hjalmland Housing Association through the nominations procedure.

We consider a reasonable offer of accommodation to be accommodation that meets your household's needs in relation to the size, type and location of the property, based on the information held about your application by us at the time of allocation.

Any change of circumstances relating to you and your household should be notified to us as soon as possible so that these can be taken in to account in considering you for housing.

If you wish to refuse a property due to the condition or standard of the property you should contact us to discuss the problems prior to formally refusing the offer. Refusals due to the condition or standard of the property may not be considered reasonable, as these problems can usually be resolved.

If you refuse an offer of accommodation, you should tell us your reasons for doing so, preferably in writing.

We will then make a decision as to whether or not we consider your refusal to be reasonable. In reaching this decision we will consider any exceptional social or medical circumstances within your household.

If your refusal is considered to be reasonable, the offer will be withdrawn.

If there is no special reason for your refusal of the offer, the offer will stand and only one further offer of accommodation will be made.

If there are no special reasons for your refusal of a second offer, we may consider that by making two reasonable offers of housing, we have discharged our duty to you as a homeless applicant.

If you are currently living in temporary accommodation, you will be asked to move out. You will be responsible for finding your own alternative housing.

If you do not move out, we will issue you with a Notice to Quit your temporary accommodation, and take further legal action to end your tenancy. If the Sheriff ends your tenancy, and accepts that the Council has discharged its duty to you as a homeless applicant you will be responsible for finding your own alternative housing.

Special Case Applicants

You will receive up to a maximum of two reasonable offers of accommodation from either the Council or Hjalmland Housing Association through the nominations procedure.

We consider a reasonable offer of accommodation to be accommodation that meets your household's needs in relation to the size, type and location of the property, based on the information held about your application by us at the time of allocation.

Any change of circumstances relating to you and your household should be notified to us as soon as possible so that these can be taken in to account in considering you for housing.

If you wish to refuse a property due to the condition or standard of the property you should contact us to discuss the problems prior to formally refusing the offer. Refusals due to the condition or standard of the property may not be considered reasonable, as these problems can usually be resolved.

If you refuse an offer of accommodation, you should tell us your reasons for doing so, preferably in writing.

We will then make a decision as to whether or not we consider your refusal to be reasonable. In reaching this decision we will consider any exceptional social or medical circumstances within your household.

If your refusal is considered to be reasonable, the offer will be withdrawn.

If there is no special reason for your refusal of the offer, the offer will stand and only one further offer of accommodation will be made.

Your areas of choice and property types will also be reviewed with the expectation that these could be narrowed down following discussion with you.

If there are no special reasons for your refusal of a second offer, then your special case status will be removed from your application and your application may be removed from the housing register for a period of up to three months.

Section 12

Garage Allocations Policy

If you want to apply for a garage, you can get an application form from the following office:

Shetland Islands Council Housing Service, 6 North Ness, Lerwick

Alternatively, please contact us by phone or email if you would like us to send a form to you.

You will be pointed depending on the criteria shown below.

SIC Tenant or council housing applicant

If you are a named tenant on a current SIC tenancy, and you have signed the relevant SST then you will be awarded 10 (ten) points.

If you have a current active application to be housed with the SIC then you will be awarded 5 (five) points.

If you are not a council tenant and do not have a current active application to be housed by the SIC then you will be awarded 0 (zero) points.

Living in the area in which he/she has applied for a garage.

The area is the management area in which the garage is situated (i.e. a garage in Sandveien is in the area 'Lerwick' and a garage in Midlea is in the area 'Firth').

If your main residence is in the area you have applied for a garage in then you will be awarded 10 (ten) points.

If you have applied to be housed with the SIC in the area you have applied for a garage in then you will be awarded 5 (five) points.

If you do not live in the area you have applied for a garage in and you do not have a current active application to be housed in that area then you will be awarded 0 (zero) points.

Existing Garage Tenant

If you currently rent a garage from the SIC then you will be awarded 0 (zero) points.

If you do not currently rent a garage from the SIC but another person residing at the same address does currently rent a garage from the SIC then you will be awarded 5 (five) points.

If you or any other person residing at your address currently rents a garage from the SIC, but that garage is located in an area different to where you live then you will be awarded 5 (five) points.

If neither you nor any other person residing at the same address as you currently rent a garage from the SIC then you will be awarded 10 (ten) points.

Current Council house tenant

If you are a current Council house tenant and you have no arrears or are in credit on your rent account then you will be awarded 10 (ten) points.

If you are a current Council house tenant and the amount you owe is less than the equivalent of one months rent of the tenancy; or you have agreed an arrangement for paying the debt, have made the agreed payments for at least 3 months and are continuing to make such payments then you will be awarded 5 (five) points.

If you are a current Council house tenant and you have arrears on your rent account, have no agreement in place, have defaulted on an agreement or the amount of the arrears is at a level greater than or equivalent to 1 months current rental charge for the property, then you will be awarded 0 (zero) points.

In cases of extreme arrears, we reserve the right to refuse to allocate a garage to you regardless of how many points you have and where you are on the garage application waiting list.

Intended use of garage

If you intend to use the garage to house a vehicle whilst not in use, then you will be awarded 10 (ten) points.

If you intend to use the garage for domestic storage purposes, other than housing a vehicle whilst not in use then you will be awarded 5 (five) points.

If the garage is to be used for any purpose, other than those detailed above then you will be awarded 0 (zero) points.

Length of time on the waiting list

For each full year you have been on the waiting list, 2 (two) additional points will be allocated.

If you are allocated a garage, you will be made an offer in writing. Your offer will include details of the commencement date, charges*, and any other details relevant to the letting of the garage.

**Charges may include V.A.T. where the garage tenant is not a council house tenant.*

You must accept any offers in writing. We will then arrange for a Tenancy Agreement to be signed by you and an authorised representative of the Shetland Islands Council and witnessed by an independent third party.

Having accepted the offer and signed the Tenancy Agreement you must then make an initial payment of not less than 2 (two) weeks rent to the Shetland Islands Council and make a suitable arrangement for the ongoing rental charges.

The Head of Service for Housing reserves the right to refuse the allocation of a garage to any applicant.

Garage Applicants - Summary of Points System

Criteria	Points	Points	Points
	10	5	0
SIC Tenant	Yes	No, but has current active housing application	No
Live In Area	Yes	No, but has current active housing application	No
Already Has SIC Garage	No	Yes, outwith area, or other member of household has garage in area	Yes
Has Arrears	No	Yes but has arrangement in place	Yes
Use of Garage	Vehicle	Domestic Storage	Other
Waiting Time	2 points awarded for each full year on waiting list		

Section 13

Nomination Agreement

Between Shetland Islands Council and Hjaltland Housing Association

Summary of Nomination Agreement

Introduction

Outlines the nomination arrangement agreed between Hjaltland Housing Association (HHA) and Shetland Islands Council (SIC) and its aims

Liaison Arrangements

Identifies staff with referral responsibility

Stock Information

Notes agreement for HHA to provide the SIC with a copy of the Annual Performance & Statistical Return form and detailed new stock information

Referral Process

Outlines agreed referral procedure between SIC and HHA

New Build Developments

Notes that discussion should take place between SIC and HHA in relation to quotas for new build developments

Publicising the Approach

Details publicity arrangements by HHA and SIC

Performance Monitoring

Nomination agreement to be monitored on a quarterly basis and a full review to be held annually.

Review Date

Agreed annual review arrangements

Introduction

This document outlines the nomination arrangement agreed by Hjaltland Housing Association (HHA) and the Shetland Islands Council (SIC). The nomination agreement will assist those in housing need who are registered on the Council's housing list to gain access to affordable social rented accommodation.

The aim of introducing this arrangement is

- To achieve a 50% nomination rate to properties allocated by HHA in line with best practice;
- To assist in meeting the Scottish Government's target to eradicate homelessness by 2012
- To ensure the allocation of properties through the nomination agreement are undertaken promptly to minimise void times.

HHA operate a choice based lettings scheme and this will now include the nomination arrangement with the SIC. All of HHA's vacant properties will be advertised in the Shetland Times or on HHA's website at www.hjaltland.org/

Every second HHA vacancy will be available for nomination. This will ensure a 50% nomination rate in line with the Scottish Government's best practice. HHA will not apply any group categories to these vacancies.

Liaison Arrangements

Both organisations have named officers with contact telephone numbers with day-to-day responsibility for referrals.

It is incumbent on both parties to notify the other of any changes to these named contacts.

Stock Information

HHA agrees to provide the SIC with full detailed information of its stock numbers by type and apartment size for the Shetland area by forwarding annually to the Policy & Information team a copy of the appropriate pages of the Communities Scotland Annual Performance & Statistical Return (APSR) form.

Detailed information on all new stock becoming available within the working financial year will be given to the Policy & Information Team as and when a house / scheme is complete.

Referral Process

HHA will inform the SIC by email when a vacancy becomes available for allocation to a person on the SIC's housing list at the same time as HHA place the advert in the Shetland Times.

This is to ensure that the SIC can make a section 5 referral if required and so that SIC Housing Officers can contact their homeless applicants or housing list applicants to remind them to look for the advert and to contact HHA if they are interested.

HHA will complete their Choice Based Letting's nomination request which will include detailed information of the property available i.e. address, property type, size and any other relevant information which may be required by the SIC.

When properties are advertised the advert will detail which category of applicant can put their name forward to be considered for the property.

For example, households registered as homeless should look out for properties advertised as 'SIC Nomination – Homeless Applicant'.

Properties available to those on the SIC's general need list (waiting list and transfer applicants), will be advertised as 'SIC Nomination – General Needs Applicant'.

Lerwick Vacancies

Properties in Lerwick will be advertised as 'SIC nomination – general needs and homeless applicants'. All SIC properties will be available to any SIC applicant.

If the applicant is on the SIC's housing list for any area they can register an interest with HHA for the vacancy.

In addition HHA transfer applicants will also be allowed to register an interest. This is because a HHA transfer applicant who has shown interest in the property will be considered a priority over a nomination where they are significantly over crowded e.g. short of two bed spaces.

In the event that both general needs and homeless applicants show an interest in the vacancy the SIC will advise HHA which category of applicant the property should be allocated to.

Landward Vacancies

Properties in country areas will be advertised as 'SIC nomination – general needs and homeless applicants'. All SIC properties will be available to any SIC applicant.

If the applicant is on the SIC's housing list for any area they can register an interest with HHA for the vacancy.

In addition HHA applicants will also be able to register an interest. This is partly because a HHA transfer applicant who has shown interest in the property will be considered a priority over a nomination where they are significantly over crowded e.g. short of two bed spaces.

The reason that all HHA applicants can register an interest in landward areas is to avoid a situation where no SIC applicants show an interest in the property and HHA have to re-advertise the vacancy. Priority will still be given to SIC applicants if they express an interest in the vacancy.

In the event that both general needs and homeless applicants show an interest in the vacancy the SIC will advise HHA which category of applicant the property should be allocated to.

Nomination Quotas

For both Lerwick and Landward vacancies, the decision on whether the property will be allocated, as homeless or general needs will be done on a quota basis e.g. one property to general needs the next nomination to homelessness.

It has been agreed that the quota set for 2011/12 will be 75% homeless lets and 25% general needs let.

It is acknowledged that while we have been achieving 50% successful nominations to HHA vacancies, the 75% lets to homeless applicants has not been met to date. In an effort to improve performance in this area, and in recognition that demand from homeless applicants is for smaller accommodation, HHA agrees to try and offer a greater balance of 1 and 2 bedroom properties to the SIC for nominations.

This will be reviewed at the quarterly meetings between the SIC and HHA and altered as necessary.

How to Apply

If an applicant is interested in a property that is advertised they should contact HHA before the closing date detailed in the advert, normally 2pm on Tuesday.

They can register their interest by phone on 01595 694986, by email at mail@hjaltiland.org or by calling along the HHA office at 2 Harbour Street, Lerwick.

They will be asked to provide their name, address, contact number, the size of their household and their SIC homeless or housing application number if they know it. They will then be considered along with all other applicants who show an interest in that property.

Following the closing date HHA will provide a list of those who have shown an interest to the SIC to obtain the following information.

- Type of SIC application e.g. homeless or waiting list
- General needs applicants – number of points/ family make up
- Homeless Applicants - date of homelessness/ family make up
- Homeless Applicants – first or second reasonable offer of secure housing

The list of interested applicants will be emailed by HHA's Senior Housing Officer to the SIC Housing Assistant and the SIC Estate Manager. The SIC Housing Assistant will then add the additional information listed above to the list.

The information provided will be ratified by an SIC Estate Manager or in their absence by another senior member of SIC Housing staff.

The SIC Estate Manager will sort the list into priority order and highlight the applicant who is being nominated for the property. The SIC Estate Manager will note on the list if the nomination is to a homeless or waiting list applicant, or if it is a section 5 referral. A note will be added for waiting list applicants to say whether the applicant is homeless, non priority need, intentionally homeless or potentially homeless. A note will also be added to confirm whether or not the applicant is aware they have been nominated or put forward for the vacancy as a section 5 referral.

It is agreed that SIC will provide the information required as quickly as possible, but no later than 5pm on the same day from receipt of the list from HHA.

The SIC agrees to provide any other information which HHA should be aware and will ensure consent is obtained where needed to share relevant information.

Properties will be let on the following basis:

- Priority will be given to a HHA transfer applicant who has shown interest in the property where they are significantly overcrowded or where there are special circumstances e.g. short of two bed spaces or medical needs. In this instance the original nomination will be withdrawn. This will not count as a nomination and will not form part of the nomination quota.
- If the SIC has specifically put an applicant forward for the let, they will then be offered the vacancy as a section 5 referral. The SIC agrees to make every effort to contact an application to advise them they are being referred to HHA in advance of the referral being made. If accepted this will count as a successful section 5 referral and will form part of the homeless nomination quota to the SIC. If refused, the SIC can make further section 5 referrals although consideration must be given to re-let timescales and targets. If a number of section 5 referrals refuse the offer, the SIC should nominate an applicant who has expressed an interest in the vacancy.
- Usually the vacancy will be offered to the assigned quota group (SIC) applicant. General needs applicants will be allocated on the basis of highest level of points awarded under the terms of the SIC's Allocation Policy. Homeless applicants will be allocated in date order. This will count as a successful nomination and will form part of the appropriate nomination quota.
- If there is no interest from SIC applicants or if SIC applicants who have expressed an interest refuse the property, it will be offered to a HHA applicant who has expressed an interest. This will be counted as an unsuccessful nomination, and will form part of the nomination quota.
- If the SIC wish to take on the lease of a property e.g. for use as temporary accommodation, this will form part of the homeless nomination quota.
- Properties advertised in one year, but let in the following year will form part of the nomination quota for the year let.
- ILP properties will not be included in the nomination quota in relation to this agreement.

The properties will also be allocated on the basis of best fit for the size of property available.

For clarification, single parents will be entitled to a double bedroom as will a single person. Applicants with access to children will be provided with 1 additional bedroom to acknowledge that their children will reside with them from time to time.

HHA agrees to assess the applicant and advise the SIC by email of the outcome if the applicant verbally accepts the offer. HHA agrees to keep the SIC updated on any person's assessment that is not completed within seven working days.

If a homeless applicant verbally refuses a second offer of housing, HHA agrees to contact the SIC immediately to inform them of the refusal and stated reason. The Estate Manager will consider on the basis of the information provided whether or not the refusal is reasonable under the terms of the SIC Allocation Policy.

The SIC Housing Officer responsible for making the original homelessness assessment will advise the person of the outcome of this assessment and any implications of the refusal.

HHA also agrees to hold a property, which is the second offer to a homeless applicant, until the SIC can consider whether or not the refusal is reasonable and discuss the implications with the applicant. The SIC agrees to assess the refusal, make a decision and contact the applicant within 24 hours of the offer being verbally refused.

In all cases, written confirmation will be provided by HHA to SIC regarding the outcome of the referral and where applicable, stated reasons for refusal, by completing the nomination acceptance or refusal form.

Applicants who are housed following a nomination from the SIC to HHA will be marked as pending on the SIC housing register, until they confirm if they wish their application to be cancelled, or if they wish to complete a housing application from their new address.

All other HHA allocations

The remaining properties to be let will continue to be allocated following the present approach of groups plus points system. The same % lets per group will be utilised for the remaining 50% of the properties allocated to meet HHA's letting plan.

Section 5 Referrals

In the event that the SIC has specifically put an applicant forward for the let this will be classified as a section 5 referral.

If the SIC has a specific homeless applicant (in priority need and unintentionally homeless) they wish to be allocated the property, the SIC will advise HHA using the standard nomination form by 2pm on Tuesday.

Alternatively, on receipt of the list from HHA, if the first placed homeless applicant on the waiting list, does not put their name forward for the let, the SIC

may put their name forward as a section 5 referral, if the SIC considers the let to be a reasonable offer of accommodation to the homeless applicant.

HHA and SIC staff should refer to the Section 5 Protocol Agreement for further information.

New Build developments

Shetland's Local Housing Strategy contains principles that govern new build developments, which means that both parties will enter into discussion and agree quotas for such properties.

This is to ensure that homelessness referrals have reasonable access to new stock but also allows new build developments to be allocated in such a way to achieve a balanced community.

In some new schemes, a local lettings initiative may be agreed in advance of advertising.

Publicising the approach

The new system will be jointly publicised by HHA and the SIC through leaflets and flyers.

This will ensure that SIC applicants are aware of the process. This publicity will also include providing information to a wide range of support agencies such as Social Work, Youth Information, Health Visitors etc to ensure that they are aware of the process and can support applicants who may need assistance to apply for housing through the choice based lettings system.

Properties will continue to be advertised in the paper, the HHA website and the SIC will also advertise these vacancies at the SIC Housing Office, 6 North Ness, Lerwick.

The cost of publicity and advertising properties will be shared jointly by HHA and the SIC.

Performance Monitoring

Quarterly meetings will be held between HHA and SIC staff to assess the effectiveness of the nomination agreement. These meetings will also assess the effectiveness of the section 5 protocol.

The SIC Estate Manager will record the number of nominations made to HHA for each property, the quota nominated, the outcome of the nomination, the reason for unsuccessful nominations and the number of successful nominations.

HHA will provide a list of new HHA tenants to the SIC on a monthly basis. The SIC will provide HHA with a list of new SIC tenants monthly.

A monitoring report will be jointly produced annually, which will cover the following

- Number of successful nominations against target set overall
- Number of homeless and waiting list nominations against quota set
- Number of unsuccessful nominations
- Number of homeless, non priority need applicants or intentionally homeless applicants housed by HHA
- Number of potentially homeless applicants housed by HHA
- Access to the choice based lettings system, numbers applying and any identified difficulties for applicants accessing the system
- The effectiveness of joint working practices and any recommendations for change

This monitoring will enable the SIC and HHA to review the effectiveness of the allocation process, the section 5 protocol and the nomination agreement in meeting the housing needs of homeless people in Shetland. Adjustments to these processes will be jointly agreed where required.

Training will be provided to HHA and SIC staff to make them fully aware of the process and the advice that they need to provide to those applying for social rented accommodation.

Review Date

This nomination agreement will be reviewed annually in January each year. The review will be undertaken jointly by HHA and the SIC.

Section 5 Protocol

Between Shetland Islands Council and Hjaltland Housing Association

Summary of Section 5 Protocol

Introduction

Outlines Registered Social Landlord's (RSL) Statutory duties

Liaison Arrangements

Identifies staff with referral responsibility

Stock Information

Notes agreement for HHA to provide the SIC with a copy of the Annual Performance & Statistical Return form and detailed new stock information

Referral Process

Outlines agreed referral procedure between the SIC and HHA

Disputes

Outlines the disputes mechanism, recognises the decision of the disputes panel as binding

Performance Monitoring

Referral process to be monitored on a quarterly basis and a full review to be held annually

Introduction

Section 5 of the Housing (Scotland) Act 2001 places statutory duties on housing association and other registered social landlords (RSL's) to provide accommodation to homeless people.

The Shetland Islands Council (SIC) may request Hjaltland Housing Association (HHA) who holds accommodation in its area to provide a Scottish Secure / Short Scottish Secure Tenancy for an unintentionally homeless person in priority need.

This protocol outlines the agreed procedures between the SIC and HHA in referring such cases and will complement the contents of the agreed nominations arrangement which already exists between both organisations. This protocol recognises the importance of both the SIC and HHA to work together to effectively meet the needs of homeless people in Shetland

Referrals will be contained within the existing fifty per cent nomination arrangements of net lets made available to the SIC. If, in exceptional circumstances, a person is referred to HHA out with this agreed percentage arrangement it will be subject to separate discussion between both parties.

This protocol aims to assist the SIC to meet its statutory duty by housing those who are registered as homeless. Every attempt will be made to house those referred but it is recognised that this will be dependent upon the turnover and size of properties available.

Liaison Arrangements

Both organisations will have named officers with contact telephone numbers with day-to-day responsibility for referrals.

It is incumbent on both parties to notify the other of any changes to these named contacts.

Stock Information

HHA agrees to provide the SIC with full detailed information of its stock numbers by type and apartment size for the Shetland area by forwarding annually to the Policy & Information team a copy of the appropriate pages of the Communities Scotland Annual Performance & Statistical Return (APSR) form.

Detailed information on all new stock becoming available within the working financial year will be given to the Policy & Information Team as and when a house / scheme is complete.

Referral Process

In accordance with existing nomination arrangements HHA will inform the SIC when a vacancy becomes available for allocation to a person on the SIC's housing list. These vacancies will be advertised in the Shetland Times and HHA's website under the choice based lettings scheme.

HHA will have completed the Choice Based Letting's nomination request, which will include detailed information of the property available i.e. address, property type, size and any other relevant information, which may be required by the SIC.

Where the SIC need to make a section 5 referral they will provide HHA with details of the homeless household, taking into account the allocation policy of HHA in terms of property type and household composition.

The SIC acknowledges the person's desires/needs in respect of area, location, size and property type, which will be considered, taking into account stock turnover and the obligation to offer permanent housing within a reasonable timescale.

The SIC will provide the name and direct dial telephone number of the Housing Officer responsible for the person's homelessness assessment and, subject to consent from the person, HHA may contact this Housing Officer who will provide information concerning this person's history and will also advise HHA of any identified support needs or agreed / identified support package / provider.

The SIC will ensure that the person is aware that they are being nominated as a section 5 referral, and that information will be shared with HHA. The SIC will inform HHA where the person has refused to give consent to share information.

The SIC also agrees to provide any other information of which HHA should be aware in an attempt to ensure that the household is provided with appropriate support when taking up the new tenancy.

It is also agreed that both parties can enter into informal discussion concerning an individual person prior to the initiation of the formal referral procedure.

Referral details will be forwarded by the SIC by no later than 2pm on the closing date for the property advertised under the choice based system. HHA will only contact the referred person after the advertisement closing time.

Alternatively, on receipt of the list from HHA, if the first placed homeless applicant on the area waiting list, does not put their name forward for the let, the SIC may put their name forward as a section 5 referral, if the SIC considers the let to be a reasonable offer of accommodation to the homeless applicant.

In either case, the SIC will advise HHA whether or not the applicant has been advised of the referral.

HHA agrees to assess the applicant and advise the SIC by email of the outcome if the applicant verbally accepts the offer. HHA agrees to keep the SIC updated on any person's assessment that is not completed within seven working days.

If a homeless applicant verbally refuses a second offer of housing, HHA agrees to contact the SIC immediately to inform them of the refusal and stated reason. The Estate Manager will consider on the basis of the information provided whether or not the refusal is reasonable under the terms of the SIC Allocation Policy.

The SIC Housing Officer responsible for making the original homelessness assessment will advise the person of the outcome of this assessment and any implications of the refusal.

HHA also agrees to hold a property, which is the second offer to a homeless applicant, until the SIC can consider whether or not the refusal is reasonable and discuss the implications with the applicant. The SIC agrees to assess the refusal, make a decision and contact the applicant within 24 hours of the offer being verbally refused.

In all cases, written confirmation will be provided by HHA to SIC regarding the outcome of the referral and where applicable, stated reasons for refusal, by completing the nomination acceptance or refusal form.

Applicants who are housed following a nomination from the SIC to HHA will be marked as pending on the SIC housing register, until they confirm if they wish their application to be cancelled, or if they wish to complete a housing application from their new address.

Performance Monitoring

Quarterly meetings will be held between HHA and SIC staff to assess the effectiveness of the section 5 protocol. These meetings will also assess the effectiveness of the nomination agreement.

The SIC Estate Manager will record the number of section 5 referrals made to HHA, the outcome of the referral, the reason for unsuccessful section 5s and the number of successful section 5s.

HHA will provide a list of new HHA tenants to the SIC on a monthly basis. The SIC will provide HHA with a list of new SIC tenants monthly.

A monitoring report will be produced annually, which will cover the following

- Number of section 5 referrals
- Number of successful section 5 referrals
- Review of outcomes, and reasons for unsuccessful section 5 referrals
- The effectiveness of joint working practices and any recommendations for change

Review of the nomination agreement including actual nominations against target set, the effectiveness of the choice based lettings process and any recommendations for change

This monitoring will enable the SIC and HHA to review the effectiveness of the allocation process, the section 5 protocol and the nomination arrangement in meeting the housing needs of homeless people in Shetland. Adjustments to these processes will be jointly agreed where required.

Training will be provided to HHA and SIC staff to make them fully aware of the process and the advice that they need to provide to those applying for social rented accommodation.

Review Date

This nomination arrangement will be reviewed annually in January each year. The review will be undertaken jointly by HHA and the SIC.

Section 14

Appeals and Complaints

If you are dissatisfied with any aspect of the handling of your housing application or tenancy you should contact us.

We welcome problems being brought to our attention as this allows us the opportunity to make changes and improve our services.

This information does not replace your rights to use the Shetland Islands Council's corporate complaints procedure or the right to refer a complaint to the Scottish Public Services Ombudsman.

Please note there is a separate and specific process for appealing decisions on homelessness applications and you should contact SIC Housing on 01595 744360 for more information on this.

Award of Medical Points

You have the right to request a reassessment of your medical points where you are dissatisfied with the original award. This will be dealt with by the Director of Public Health. If you wish to appeal you must do so within 3 weeks of the date of the letter by writing to the Director of Public Health explaining why you believe that the points allocated are insufficient. A re-evaluation will then be carried out.

You can write to the Director of Public Health at:

NHS Shetland
Brevik House
South Road
LERWICK
ZE1 0TG

Award of Social Needs Points

If you are dissatisfied with an award of Social Needs points given to you by SIC Social Care you should put your reasons in writing to:

Chief Social Work Officer
92 St Olaf Street
Lerwick
ZE1 0ES

SIC Social Care will notify you of the outcome in writing.

Telephone or Writing?

Telephone complaints may seem easier, but it can sometimes be difficult to get through to the appropriate person. It can also be impossible to prove that you complained in the first place if you do not feel that adequate action is taken as a result of your conversation.

We recommend that you write to us, addressing your letter to a Service Manager, because then you will have a record of events to draw upon at a later date.

However, you may first need to telephone us to clarify the issues and identify the Service Manager responsible for dealing with your complaints and find out whether there are any special procedures for lodging your complaint. It is good practice to note the name and position of the person you are speaking to and to note the time and date of the call.

Of course, your problem may be so urgent that you have no choice but to complain over the telephone. If this is the case, make sure you keep notes of what is said, including any statements about what will be done to address your problem, the name and position of the person and time and date of the call.

Follow-up any conversation in writing to confirm your understanding of the conversation and ask for acknowledgement of your letter.

You can seek independent advice from:

Shetland Citizens Advice Bureau
Market House
14 Market Street
Lerwick
ZE1 0JP

Telephone: 01595 694696
Fax: 01595 696776
Email: sicab@zetnet.co.uk
Web: www.cas.org.uk/WebOfficeDetails.aspx?id=86&letter=L

You can also seek independent advocacy assistance from:

Advocacy Shetland
Market House
14 Market Street
Lerwick
ZE1 0JP

Tel: 01595 743929 / 743930
Fax: 01595 696787
Email: advocacy.shetland@virgin.net

Who Should I Address My Complaint To?

Address your complaint to the Service Manager responsible for the person or area you have a problem with.

The Service Manager – Housing Business Support is responsible for:

- Administration support
- Policy and Information
- Supported Accommodation
- Asset Management

The Service Manager – Housing and Property is responsible for:

- Estate Management
- Homelessness Service
- Outreach Support Service

What Should I Include In My Letter?

You should try to summarise the problem, including:

- When and what happened
- Who was involved
- Why the situation is unfair or wrong
- Details of any conversations or meeting that have taken place
- Attach copies of any relevant correspondence or documents

Anything Else?

It is important to keep copies of all letters and materials you send and receive and to keep a record of telephone calls including dates, times and what was said. This information may help further down the track if we fail to adequately address your complaint.

What If This Doesn't Work?

If the above steps don't work within a reasonable time, you may decide to take your complaint further. You may wish to make a formal complaint to Shetland Islands Council. This can be done through writing a letter or completing a Council complaint form and sending it to:

Chief Executive's Office
Shetland Islands Council
Executive Services Department
Town Hall
Hillhead
LERWICK
ZE1 0HB

The complaint will then be sent to the Head of Service to deal with. Following this, if you are still dissatisfied and wish to take the matter further, it is, on request, returned to the Chief Executive for investigation.

You also have the right to make a formal complaint to the Scottish Public Services Ombudsman who deals with complaints in Scotland about local government and other public services and can be contacted at:

Website: www.spsso.org.uk

Tel: 0870 377 7330.

Section 15

Performance Monitoring

Any Council policy and procedure should ensure accountability, and monitoring is the means of achieving this as well as a high quality service. We will monitor and publicise the following aspects of the allocation policy and procedures:

- The number of new applications received
- The number of applications suspended and the reasons
- The number of appeals against suspensions
- The number of offers made
- The number of offers refused and reasons for refusals
- The number of allocations made
- The number of allocations made on management grounds
- The categories of applicants housed i.e. transfer, waiting list or homeless
- The allocation quota targets set for homeless, transfer and waiting list applicants
- The number of Hjaltland Housing Association nominations/referrals requested
- The number of successful Hjaltland Housing Association nominations/referrals
- The number of applicants registered as special cases
- The number of mutual exchange requests accepted
- The number of satisfaction surveys returned and outcomes
- The number of voids
- The length of void turnover
- Complaints specific to Allocations Policy

The Housing Management Team will undertake this monitoring on a quarterly basis.

The Allocations Policy Monitoring Group will also undertake this monitoring on a quarterly basis. This is a working group made up of Councillors, Housing Staff and the Shetland Tenants Forum to ensure that the allocations policy remains effective and accountable.

A newsletter will be circulated annually to all tenants, local Community Councils, the Tenants Forum, as well as being made available at the housing office to applicants and members of the public.

The views of applicants on the allocation policy, the procedures adopted and the manner of dealing with individual applications will be welcomed.

Enclosed with the application form is a feedback form requesting comments on the level of service received and invites comments for improvement. Comments received are included in the monitoring processed described above.

The confidentiality of individual applicant's circumstances will be maintained.

For further information please contact us at:

**Housing,
6 North Ness Business Park,
Lerwick**

Telephone **01595 744360**
Freephone **0800 212 829**
Fax **01595 744395**

In an emergency out with office hours please contact:

- Homelessness: **01595 695611**
- Council House Repairs: **01595 693972**
- Available 24 hours a day, 365 days a year

Email: Housing@shetland.gov.uk

Website: www.shetland.gov.uk/Housing

Our Office is Open

Monday to Friday 9 am to 5 pm,

We are open during lunchtimes.

Information on the various housing options available in Shetland can be found online in the Housing Options Guide.

This Policy and other housing information can, on request, be made available in Braille, on tape, in large print and in different languages. For further information please telephone Housing on 01595 744360, or email housing@shetland.gov.uk.