

Choice Based Lettings procedure

Hjaltland uses a Choice Based Lettings procedure in the allocation of its houses. This is a system, pioneered in Holland and widely used by English Associations which basically allows the applicant to put their name forward for the property he or she wishes to live in. To achieve this, all Hjaltland's properties which become available to let are advertised in the [Shetland Times](#) and on their website, which is updated weekly, at www.hjaltland.org.uk. Anyone, who has previously registered with Hjaltland, can apply for any property. The pointing policy and procedure determines which applicant is allocated the property.



**Shetland Islands
Council**



This leaflet is a reproduction of the **Housing Options Guide – Hjaltland Housing (Waiting List and Allocation Process)** section. Please note you may wish to download [Table G](#) – Applicants per area which supplements this leaflet.

If you would like this information produced in any other format, please telephone 01595 744360 or email housing@shetland.gov.uk.

Useful Links

Hjaltland Housing Association
www.hjaltland.org/

Hjaltland Allocation Policy Leaflet
www.shetland.gov.uk/housing/documents/HHALettingPolicyLeaflet.pdf

Hjaltland Allocation Policy
www.hjaltland.org.uk/about/pdf/allocations-policy.pdf

Hjaltland's Waiting List & Allocation System

Who can apply?

The Association holds a waiting list for those wishing to be rehoused and this includes:

- those seeking general needs housing
- those seeking special needs housing
- existing Hjaltland tenants seeking a transfer

Applications are restricted as follows:

- to anyone aged over 16

The Council and Hjaltland's 'Nominations' Agreement

A new Nomination agreement has been established between Hjaltland and the Council. The new approach aims to improve the nomination arrangements between the two organisations. Fifty percent of properties let by Hjaltland each year will be allocated through this new nomination arrangement. The new approach will follow the choice based lettings system with all properties advertised in the Shetland Times and on Hjaltland's website. The properties to be let through the nomination arrangement will be advertised as either SIC Nomination general needs applicants or SIC Nomination homeless applicants.

Where and how to apply for Hjaltland Housing Association rented housing

Anyone who wishes to apply for any of the Association housing should fill in an application form. The form can be obtained by writing to, phoning or visiting either:

<p>Hjaltland Housing Association 2 Harbour Street LERWICK Shetland ZE1 0LR</p> <p>Telephone: 01595 694986 Fax: 01595 692229 email: mail@hjaltland.org website: www.hjaltland.org.uk/</p>	<p>Shetland Islands Council - Housing Service Department of Education and Social Care 6 North Ness Business Park LERWICK Shetland ZE1 0LZ</p> <p>Telephone: 01595 744360 Repairs Line: 01595 744399 Fax: 01595 744395 email: housing@shetland.gov.uk website: www.shetland.gov.uk/housing/</p>
---	---

Applicants are encouraged to express their preferences for the type and location of the property they are looking for, although it may not always be possible for Hjaltland to meet these preferences.

Hjaltland's 'Group and Points' System

Hjaltland's allocation system is designed to give priority to those applicants in greatest housing need by placing them in one of 7 categories or groups, according to which group the applicant scores most points in and the numbers of points scored (although applicants can also qualify for points in more than one group).

To see the different groups, click on [Hjaltland's Letting Policy Leaflet](#).

Allocations according to group needs in each lettings area

As the following Table H shows, Hjaltland has a 'weighting' system by which a certain proportion of their houses are allocated in each letting area according to the seriousness of one category of housing need compared to another.

Table H: Letting Targets - 2010/2011

General	85%
Transfer	15%
Sub Standard	2%
Sharing	22%
Social Needs	3%
Occupancy	13%
Insecure	44%
Medical	13%
Support	3%

Further advice on the applications and allocations process

Applicants and those who advise applicants should not hesitate to ask the staff at Hjaltland Housing Association's offices for further information and advice if it is required. Further detailed written information is available but staff are happy to discuss any questions arising.

Remember that it is better to include too much information on the application form rather than too little - and lose valuable points. If in doubt, or if the applicant requires help filling in the application form, then speak to Hjaltland's staff.

Once the application form is received by Hjaltland it is pointed by the staff who will then notify the applicant that he or she is now on the waiting list. Staff will tell an applicant at any time what points they have been allocated and discuss the potential availability of houses in the applicant's preferred area.

Hjaltland sends a review letter to applicants every six months and if no response is received within 3 weeks, they will be removed automatically from the waiting list.

Applicants can express a preference for up to 6 different areas (see [Table G](#)) and can change any of those areas whenever they want. As Hjaltland run a choice based lettings system applicants can apply for any property they are interested in no matter where it is located as long as they meet the letting criteria for that property. All successful applicants receive a tenants handbook, which advises on the tenant's rights, responsibilities and the services provided by Hjaltland Housing Association.