Review of the Housing Register

You will be sent a letter asking if you wish to remain on the SIC Housing Register every 6 months. You must fill in the form accompanying the letter and return it to SIC Housing. A reminder will be sent but if this form is not returned we will assume that you no longer wish to remain on the SIC Housing Register, and your application will be cancelled. Hjaltland operate a similar policy in this instance. It is important that you return the forms to stay on both SIC's and Hjaltland's Housing Registers.

Offers of Accommodation

You can choose as many areas as you wish across Shetland to be housed, however you should only choose areas where you would accept accommodation if an offer is made. Applicants will receive **one reasonable offer** of accommodation. We consider a **reasonable offer of accommodation** to be accommodation that meets your household's needs based on the information provided by you and held in relation to your application at the time of allocation.

Refusal of Accommodation

If you are a waiting list or transfer applicant and you refuse the reasonable offer, you will be suspended from the housing register for 6 months. If you refuse an offer and are an unintentionally homeless applicant we would not make any further offers of permanent accommodation and the SIC would also discharge its duty to you under the homeless legislation. Your Housing Officer can give further advice if you are considering refusing any offer of accommodation.

False Information

Your application may be suspended from SIC Housing Register for a period of up to 6 months if you deliberately give us false information or withhold any information that is relevant to your application. If we make you an offer of accommodation based on false information, or due to your failure to advise us of a change of circumstances which affects the level of points that you have been allocated, we will withdraw our offer of accommodation and you may be suspended for up to 6 months. You may also be subject to legal action and a fine.

Please ask for assistance

If you are unclear about any aspect of the application process, or need any assistance, please contact us and we will do our best to help.

Our contact details are—
SIC Housing Service, 8 North Ness Business Park, Lerwick, Shetland ZE1 0LZ
Telephone: 01595 744360, E-mail: housing@shetland.gov.uk

Large print is available and translations may be available on request. For further information please contact either SIC Housing or Hjaltland.

Produced by Shetland Islands Council and Hjaltland Housing Association August 2026

Shetland Islands Council
Development Services—Housing

Information Leaflet on Allocation Policy

Shetland Islands Council (SIC) Housing Service is responsible for allocating council houses in Shetland. In Shetland, there is a Common Housing Register, so when you fill in your housing application form you will also be applying to be housed by Hjaltland Housing Association (HHA), unless you decide to opt out. A shared form is used, but there are separate housing allocation policies. Our full Allocation Policy and Privacy Statement can be viewed here—
SIC Allocation Policy and SIC Application and Allocation Privacy Statement.

How to apply for housing:

If you want to join SIC Housing Register, you need to complete a housing application form, and other associated forms. You can complete an online form on our website www.shetland.gov.uk /housing. You can also download an application pack, or you can contact our office to request a housing application form to be sent out to you.

Our contact details are—
SIC Housing Service, 8 North Ness Business Park, Lerwick, Shetland ZE1 0LZ
Telephone: 01595 744360, E-mail: housing@shetland.gov.uk

Alternatively Hjaltland Housing Association also can be contacted for a Housing Application form.

If you need help to complete your application form, please contact us for assistance.

Allocation of SIC Properties

If you are a waiting list or transfer applicant your position on the register will depend on the number of points you have. If you are a homeless or a special case applicant, your application will not be pointed. Instead, your position on the register will depend on the date of your application. Vacant properties will usually be allocated to the first applicant on the housing register in one of three quota groups, for the size of the property in the area.

Quota Groups

SIC Housing operate a lettings plan that allocates vacant properties to one of three quota groups in line with agreed targets set by the Council. The 2026/2027 targets are detailed below:-

	Homeless	Waiting List	Transfer
Lerwick	60%	20%	20%
Landward	20%	60%	20%

Priority and Points Scheme

Your application will be assessed for housing need points based on the information that you provide. For further information about the points available and for access to the full SIC Housing Allocation Policy, please look online at www.shetland.gov.uk/housing. The following points can be awarded:-

Housing Need Category	Points
***Access to Children**	20
Insecurity of Tenure	150
No Fixed Abode	100
Unreasonable to remain	35
Sharing amenities	40
Fostering, Adoption and Kinship Care Arrangements	40
Lack of Amenities	50/100
Overcrowding *For each single bedroom lacking* *For each double bedroom lacking*	 40 60
Under Occupation *For each additional bedroom (Social Housing Only)*	 50
***Medical**	 20 50 75 100
***Social Need**	50/100

* Separate additional forms need to be completed for Medical Needs, Social Needs and Access to Children to be assessed and awarded. They are available online or from the Housing Offices.

You can join the Housing Register if you are at least 16 years of age.

Existing SIC and HHA Tenants

If you are a tenant of Shetland Islands Council or Hjaltland Housing Association you may apply for a transfer of property and be accepted onto the Housing Register.

Your application will be assessed according to the Allocation Policy, but you will only be made an offer of a transfer once the standard of your current home has been satisfied, or until you have completed any outstanding tenant repairs or you have made satisfactory payments towards any rent arrears.

If you are in breach of your tenancy conditions (including rent arrears greater than one month) or legal action is being taken to terminate your tenancy, you will not be considered for allocation, unless we

Sheltered, Very Sheltered and Supported Living Applicants

If you think you would benefit from sheltered, very sheltered or supported living and you indicate that on your housing application, we will follow this up with an assessment to consider what housing is most suitable for your housing needs.

Previous Tenancy

If you have a current tenancy or have a former tenancy with an outstanding debt, you will only be made an offer if:

- 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.

If you are a local authority or registered social landlord tenant, and are in breach of any of your tenancy conditions you will not be made an offer of accommodation until satisfactory arrangements have been made to resolve this.

Applying from Outwith Shetland

If applying from outside Shetland, you will not be made an offer of accommodation unless you:

a. Are employed, or have been offered permanent employment requiring you to live in Shetland
b. Need to move to Shetland to be near a relative or carer
c. Have specific social reasons for requiring to be housed in Shetland
d. Are subject to harassment and wish to move to Shetland
e. Are subject to domestic violence and wish to move to Shetland

What happens if my circumstances change?

You must tell SIC Housing and Hjaltland as soon as possible of any change of circumstance as this may affect the number of points you are allocated. If you move from where you have applied from, you must tell us and you will have to complete a new housing application form. If you do not tell us about a change of circumstance, your application could be deferred or you may not receive an offer of accommodation until your situation has been re-assessed in line with the Allocation Policy.