Selection for Allocation

The general and transfer waiting lists are each given a proportion of all houses becoming available for letting. Similarly, the seven groups in each of the lists are given a proportion of the houses becoming available within that list. The special needs waiting list is operated in a similar manner.

Hjaltland Allocation Targets

	2026/2027
Application Type	**Percentage**
General Needs	70%
Transfer	30%
Total	100%
% of Allocations by Priority Group	**Percentage**
Insecure Tenancy	30%
Sharing Amenities	18%
Medical	15%
Occupancy	19%
Support	2%
Social	14%
Sub-standard Accommodation	2%
Total	**100%**

HHA Privacy Notice for Tenants and Applicants

Produced by Shetland Islands Council and Hjaltland Housing Association 2026

Hjaltland Housing Association

Information Leaflet on Allocation Policy

Hjaltland operates a Choice Based Lettings scheme called a Groups Plus Points system of allocation which identifies and gives priority to those applicants in greatest housing need. This system takes account of the present housing conditions of the applicants, as well as social and medical factors whilst considering the needs of the Shetland community.

Applicants are divided into three categories:

1 General

Applications in the first category are open to anyone aged 16 years and over, who is not already a Hjaltland tenant.

2 *Specially Adapted and Sheltered Housing*

The second category is open to applicants where re-housing is needed as part of their social and/or medical needs.

3 *Transfer*

The third category is open to all Hjaltland tenants.

In all cases, applicants may state preferences for the type and location of the property, although it may not always be possible to meet these.

There are seven groups in the system and applicants are placed in points order within the group from which they receive most points. Applicants may qualify for points from more than one group.

The groups are:

1 *Substandard accommodation*

This group is concerned with the condition of the property (e.g. lacking a bath or shower etc), and not with any difficulties which a particular applicant may have with living in the accommodation.

2 *Sharing amenities*

Applicants will be eligible for points from this group if in their present accommodation the toilet, kitchen or bath/shower are shared with people outside their own household. Applicants may define their own household.

3 *Social Needs*

Applicants eligible in this group include essential workers on emergency callout, those from outwith a non-pressured area with a firm offer of employment, victims of harassment and those who have difficulty travelling to their place of employment because of inadequate public transport.

4 *Overcrowding/Under-occupying*

5 *Insecure Tenancies*

This group is concerned with applicants whose accommodation is short-term, or if there is a threat that they may lose their accommodation.

6 *Medical*

Applicants are awarded medical points where rehousing is needed as part of their medical condition. The assessment will be made by a Medical Points Panel. Health professionals may be consulted in complex cases, including GP, community mental health team etc.

7 *Support*

This group is concerned with certain other specific reasons for an applicant wishing alternative accommodation, but where the need for rehousing is less great. Main reasons are giving or receiving family support, and single parents with residential access.

8 *Local Connection*

Applicants will be awarded points at the point of allocation, depending on the location of the property. These points will not show on points notification correspondence as they may not always be applicable.

The general and transfer waiting lists are each given a proportion of all houses becoming available for letting. Similarly, the seven groups in each of the lists are given a proportion of the houses becoming available within that list.

These proportions vary between each of the letting areas and are reviewed each year.

The Sheltered waiting list is dealt with in the same way.

A nomination arrangement is operated between the Council and Hjaltland. Hjaltland will aim to allocate 50% of its lets each year to those who are accepted as homeless or are on the Council's waiting list. If a property is to be allocated to a Shetland Islands Council applicant the property will be advertised to Hjaltland Transfer applicants only. Hjaltland Housing staff will email a nomination request to the SIC for their team to provide the details of an applicant to be considered. This can be from either the SIC's Homeless or General Needs waiting list.

How to apply for a house

If you want to join Hjaltland's Housing Register, you should complete an application form which you may obtain from either Hjaltland Housing Association, 6 North Ness Business Park, Lerwick, Shetland ZE1 0LZ, telephone 01595 694986, e-mail: mail@hjaltland.org or download from www.hjaltland.org.uk or Shetland Islands Council—Housing Service, Development Services, 8 North Ness Business Park, Lerwick, Shetland ZE1 0LZ, telephone 01595 744360, e-mail: housing@shetland.gov.uk, or download from www.shetland.gov.uk/housing. We advertise available properties in The Shetland Times on a Friday. Once you have returned your Application form, you are welcome to ring the office whenever you see a property you feel would suit your needs. Priority is given to households who 'best fit' the property advertised, followed by those with highest points in the group requested.

We require you to confirm to us in writing or by telephone every six months that you still wish to be housed by us. It is important that you respond as your application will be automatically withdrawn if you do not.

It is also extremely important that you advise the office of any change of address, or any other change in circumstances, as they may affect your priority.

By signing the declaration on the Application Form, you are giving Hjaltland Housing Association permission to contact third parties (i.e. your landlord) in relation to your application.