

# A summary of the North Ayrshire housing allocation policy

The priority of your application will depend on your housing need



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ਇਹ ਦਸਤਾਵੇਜ਼ ਹੋਰ ਰੂਪਾਂ ਵਿਚ ਵੀ ਮਿਲ ਸਕਦਾ ਹੈ, ਜਿਵੇਂ ਸੁਣਨ ਵਾਲੀ ਟੇਪ 'ਤੇ, ਸੀ ਡੀ 'ਤੇ, ਬੋਲ ਅਤੇ ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ। ਮੰਗ ਆਉਣ 'ਤੇ ਇਹ ਹੋਰ ਬੋਲੀਆਂ ਵਿਚ ਵੀ ਦਿੱਤਾ ਜਾ ਸਕਦਾ ਹੈ।

یہ دستاویز دیگر شکلوں میں بھی دستیاب ہے، جیسے آڈیو ٹیپ، سی ڈی، بریل اور بڑے حروف کی چھپائی میں۔ درخواست کرنے پر یہ دستاویز دیگر زبانوں میں بھی مہیا کی جا سکتی ہے۔

Ten dokument jest do uzyskania w różnych formatach: na taśmie dźwiękowej, płycie CD, brajlem i dużym drukiem. Na żądanie, można go także otrzymać w innych wersjach językowych.



# What is the North Ayrshire housing allocation policy?

The North Ayrshire housing allocation policy is the set of rules by which the landlords who take part in the North Ayrshire Housing Register (NAHR) have jointly agreed to let their houses.





The North Ayrshire Housing Register (NAHR) landlords are:



These organisations are referred to as 'the NAHR landlords', 'our' and 'us' or 'we' throughout this document.



# What does this booklet tell me?

This booklet contains a summary of the North Ayrshire housing allocation policy and how it works. It tells you what size of house you are eligible for, and how we work out what priority to give your application.

The law says we must provide this summary of our allocation policy. However, we can also give you a full copy of the policy if you ask us. This gives more details about:

- our legal responsibilities;
- the principles of the policy; and
- your rights as an applicant.

# How can I be sure that my application will be treated in line with the law and the rules of the allocation policy?

It is the responsibility of the NAHR landlords to make sure that the allocation policy is put into practice correctly.

## **We do the following things to make sure this happens.**

- Every application is checked by two officers.
- We make checks to make sure that what you say on your form is accurate.
- Every offer of housing a landlord makes is checked by a second officer.
- A computer system records application assessments and how we make offers of housing.
- Managers regularly inspect staff performance.
- Each landlord has an equal opportunities policy (they will give you a copy if you ask them) which bans discrimination.
- All staff who process applications and offer properties are fully trained on all necessary policies and procedures.
- There is an appeals process and a customer complaints procedure.

If you want to make a complaint, compliment or suggestion, each of the landlords have their own customer comment schemes and you should contact the relevant landlord for details of how to use this.

As well as this, all social landlords are inspected by the Scottish Housing Regulator to make sure that they are following the law and providing a good service to customers. The inspectors write reports about the landlords and you can read these by going on the Scottish Housing Regulator website at: [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk).



# What size of house can I apply for?

This depends on the size of your household. The table below shows the size of the house which you are eligible for.

Household size	Number of bedrooms you can be considered for				
	Bedsit	One	Two	Three	Four
Single person	*	*	*		
Couple		*	*		
Couple or single adult and one other person			*		
Couple or single adult with two children under five			*		
Couple or single adult with two people, either of whom is five or over			*	*	
Couple or single adult with three people of whom:					
three are under five				*	
one is five or over				*	
two are five or over				*	*
three are five or over				*	*
Couple or single adult with four people of whom:					
four are under five				*	
one is over five				*	*
two are over five				*	*
three are over five				*	*
four are over five				*	*
Any larger household					*

# How does the North Ayrshire housing allocation policy work?

The type of allocation policy we run is called a 'group plus points' system. We put people who apply into one of seven groups depending on their housing needs. You also have a certain number of points and the priority of the applications in each group will be based on which people have the most points. If two people have the same number of points, we give priority to the one who applied first.

We set targets for the number of properties we give to each group and we call this a letting plan. The targets are worked out by looking at the demand in the different groups. Each NAHR landlord has its own letting plan. You can get copies of these plans from the NAHR landlords if you ask them.

## What are the groups?

The groups are based on the different circumstances which affect who we need to give priority to. We need to give priority to certain people because of needs laid down in allocation law. We give higher priority to people who come under allocation law.

The housing needs groups we have are as follows.

### **Group 1 Homeless**

People who we have decided are homeless based on homelessness law and North Ayrshire Council's homelessness policy. We can give you a copy of the homelessness policy if you ask us.

### **Group 2 Strategic housing needs**

People who are not in group 1 but have a housing need because of the actions by one of the NAHR landlords or a public agency. For example, people living in houses that are going to be demolished by a NAHR landlord, young people who have been looked after by the local authority, people living in long-term hospital care or those who have been approved as foster carers. We may also place people in this group if they have urgent housing needs which are not mentioned in the policy.

### **Group 3 Accessibility Needs**

People who have accessibility needs (e.g need a ground floor or adapted property) as determined by an occupational therapy assessment.

#### **Group 4 Transfer Applicants**

People who are Council or Registered Social Landlord tenants living within North Ayrshire.

#### **Group 5 Overcrowding Transfers**

People who are considered to be living in over crowded circumstances as defined by the North Ayrshire Housing Allocations Policy.

#### **Group 6 General Needs**

We will place people who are not in groups 1,2,3,4 or 5 in this group. The group includes those whose private-sector tenancy is being brought to an end, whose home is being repossessed due to mortgage arrears and those who are sharing facilities with another household. People with no recognised housing need will also be in this group.

To be placed in groups 3,4, 5 or 6, you must either live in North Ayrshire or meet the legal qualifying conditions if you live out with North Ayrshire. Anyone living out with North Ayrshire must:

- be employed, or have been offered a job in North Ayrshire;
- want to move into North Ayrshire to look for employment;
- want to move into North Ayrshire to be near a relative or carer;
- have special social or medical reasons for needing to live in North Ayrshire; or
- be suffering from harassment or domestic abuse.

#### **Group 7 Relocation Needs**

We place all other people in group 7. These are people who live out-with North Ayrshire and do not meet the legal qualifying conditions.





# How do I know what group I will be in?

If you have only one housing need, we will put you into the group for that need. If you have more than one housing need, we will put you in the highest priority for your need. Here are some examples to explain how this works.

1. You are overcrowded and also need to move to accessible housing. We will place you in group 3 (accessible housing needs).
2. You need to move to accessible housing and you are an existing tenant of one of the NAHR landlords. We will place you in group 3 (accessible housing needs).
3. You live with your parents and need your own home. We will place you in group 6 (general needs).
4. You live in another local authority area and would like to move to North Ayrshire. You are overcrowded but you don't meet any of the legal conditions for wanting to move to North Ayrshire. We will place you in Group 7 (relocation needs).



# What will I be awarded points for?

We award you points depending on your housing need:

Your home is being demolished by one of the NAHR landlords for redevelopment purposes. **250 points**

You have been given temporary housing because your home is being demolished by one of the NAHR landlords. **250 points**

You are a young person who is currently or was recently looked after and accommodated by North Ayrshire Council and are moving on to your own accommodation. **150 points**

You are currently living in a care setting such as long-term hospital or other institution and need to move to other accommodation. **100 points**

You have been approved as a foster carer by North Ayrshire Council but need a larger house in order to foster a child or children. **50 points**

You are overcrowded and your current home is smaller than you need. (We give points for each room you are lacking, in line with our occupancy standard on the next page.) **50 points**

Your home is below the tolerable standard. The tolerable standard requires a home to be structurally stable and free of dampness. It must have natural and artificial lighting, thermal insulation, hot and cold water, toilet and bathing facilities, proper drainage, facilities for cooking, heating and safe electrics. **200 points**

You have a need to move to accessible housing, as assessed by an occupational therapist. There are three possible awards.

**High need 400 points**    **Medium need 150 points**

**Low need 75 points**

You have children under 16 in your household and you live in a multi-storey flat with 5 or more storeys in the block. **25 points**

You are not using all your bedrooms and you live in a property that is either owned by one of the NAHR landlords or is owned by another housing association in North Ayrshire (Points for each empty bedroom in line with our occupancy standard on the next page.) **50 points**

Where two tenants of NAHR landlords want to move to other accommodation to live together and rehousing both tenants releases their two existing homes. **50 points**

You are in a private property and you have been served notice to quit through the correct legal procedures or your home is being repossessed because you have not kept up your mortgage payments. **150 points**

You are living in accommodation linked to your job and your employment is due to end within the next six months. **150 points**

You are currently in the armed forces and you are due to leave within the next twelve months. **150 points**

You have no fixed address. **30 points**

You are currently living with friends or relatives or you are a lodger and want your own accommodation. **20 points**

You are sharing facilities with another household.

(points for single persons and couples.) **20 points**

(points for families.) **30 points**

You have an extreme form of housing need which is not mentioned in this policy. (needs to be awarded by a senior officer following a full investigation.) **300 points**

We will carry out checks to make sure that you have been given the right number of points.

We will ask for documents if we need them and may visit your home to check your circumstances.

**Below is our occupancy standard which will allow you to work out any overcrowding and under-occupancy points you may be entitled to.**

Household Size	Bedrooms Required
Single Person	Bedsit/One
Couple	One
Other household members who are over 5	One
Two children under 5	One
Any other person	One

## Is there any reason why you would suspend my application?

The law gives everyone aged 16 years or over the right to be on a housing register. However, landlords do have the right to suspend applications for a length of time, for example, because of a person's previous behaviour. A suspension means we would not consider you for an offer of accommodation during the suspension period. However, your application will still be on the housing register.

The main reasons you may be suspended are for unpaid tenancy debt (such as rent arrears that amount to over one month's rent charge and there is no repayment arrangement in place) or for serious antisocial behaviour. If we do suspend your application, we will contact you to tell you that we have done this, explain the reasons why and what you need to do to remove the suspension. You have the right to appeal against our decision to suspend your application. Suspensions are regularly checked and looked at again. If you want to know more about suspensions, you can ask for a copy of our suspension policy or suspension leaflet from any of our offices.

## How do I appeal my suspension if I don't agree with it?

You should make your appeal in writing to the Housing Manager of the NAHR landlord who dealt with your application. If you want any more information about appeals, you can ask for a copy of the appeals procedures from any of the landlords.



# North Ayrshire Housing Register offices

## **Irvine**

Bridgegate House  
Irvine, KA12 8BD  
Phone **01294 310 150**

## **Kilwinning**

35 Main Street  
Kilwinning, KA13 6AN  
Phone **01294 552 261**

## **Three Towns Housing Office**

The Town Hall  
Countess Street  
Saltcoats KA21 5HW  
Phone **01294 310 005**

## **Kilbirnie**

Garnock Valley Area Centre  
Craigton Road  
Kilbirnie, KA25 7LJ  
Phone **01505 685 177**

## **Beith Dalry**

2 Townend Street  
Dalry, KA24 4AA  
Phone **01294 835 355**

## **Largs**

Brooksby Medical and Resource Centre  
31 Brisbane Road  
Largs, KA30 8LH  
Phone **01475 687 590**



**North Ayrshire Council**

Comhairle Siorrachd Àir a Tuath

[www.north-ayrshire.gov.uk](http://www.north-ayrshire.gov.uk)



Sovereign House,  
Academy Road  
Irvine, KA12 8RL  
Phone **01294 313 121**  
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44-46 Bank Street  
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