



Applying for Social Rented Housing in East Renfrewshire



Housing Services



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這份文件可以使用其他的語言解釋,亦可以提供其他形色的版本,例如大字和凸字。請聯絡客

服務 (Customer First) 索取進一步的資料。

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1. Who is this leaflet for?

This leaflet is for anyone who is thinking of applying for a social rented property in East Renfrewshire. Social rented properties are those offered for rent by the council or other social landlords. Three social landlords in East Renfrewshire form the **East Renfrewshire Housing Register (ERHR)**. The three landlords who form the ERHR are East Renfrewshire Council, Barrhead Housing Association and Arklet Housing Association. Details of all three landlords are provided later.

The leaflet will:

- Explain what to do if you wish to apply for social rented housing
- Advise what options might be available to you

This leaflet is part of a series of leaflets designed to offer information and advice regarding housing options in East Renfrewshire. Other leaflets in the series include:

- Housing Options in East Renfrewshire
- ‘Private Renting in East Renfrewshire’
- ‘Homeless or Threatened with Homelessness in East Renfrewshire’
- ‘Low cost Home Ownership in East Renfrewshire’
- ‘Housing for Older and/or Disabled People in East Renfrewshire’
- ‘Young Persons Housing Support Service in East Renfrewshire’

While this leaflet offers advice and information on a range of housing options, the individual leaflets in this range provide more detail on the particular subject matter.

2. Social rented housing in East Renfrewshire

East Renfrewshire is a popular place to live. Many people are competing for a limited number of homes, especially in the Eastwood part of the authority which includes Giffnock, Thornliebank, Clarkston, Newton Mearns, Busby and Eaglesham.

High demand has an impact on the costs of both renting and buying. Private rents in some areas are at a level that many people find difficult to afford and private landlords can be selective about prospective tenants. As a result, this option may not be available to many people seeking a house. These factors create even greater pressure on providers of social rented housing in East Renfrewshire.

The council and local housing associations are facing increasing demands for help and as demand rises, waiting lists get longer. As a result, it could be a long time before you are offered a tenancy. The Council works with Housing Associations to provide as many new homes as possible, but this is not keeping pace with the growing demand.

As mentioned previously, increasing demand means that waiting lists for both council and housing association properties are getting longer. As a result, it could be a long time before you are offered a tenancy.

Three social housing providers in East Renfrewshire: the council, Arklet Housing Association and Barrhead Housing Association work together to form the **East Renfrewshire Housing Register (ERHR)**. This means you only need to complete one application form in order to be considered for housing by all three and you can obtain housing options advice from any of them.

The housing application form will be accompanied by a leaflet which explains more about each landlord and how they operate, how they allocate properties, and where their properties are located.

Each landlord uses their own allocation policy to assess an applicant's circumstances and decide on priority for rehousing.

Each of the partners provides a mix of sizes and types of homes in locations across East Renfrewshire. Most of these homes are to meet general housing needs but there are also sheltered, very sheltered, amenity and wheelchair accessible properties within the properties.

This table shows the number of properties each of the ERHR landlords has in East Renfrewshire, broken down into general needs, properties for older people and amenity and wheelchair accessible properties

Registered Social Landlords (ERHR)	General needs	Sheltered	Amenity or wheelchair accessible* properties
Arklet Housing Association	79	54	60
Barrhead Housing Association	755	28	75 (19*)
East Renfrewshire Council	3004	246	0
Total	3838	328	154

You can request or download an application pack for housing from any of the three ERHR partners using the **contact details below**:



East Renfrewshire Council, 211 Main Street,
Barrhead. G78 1SY

www.eastrenfrewshire.gov.uk/housing

Tel: 0141 577 3001

Email: customerfirst@eastrenfrewshire.gov.uk



Barrhead Housing Association, 60-70 Main Street,
Barrhead G78 1SB.

www.barrheadha.org

Tel: 0141 881 0638

Email: enquiries@barrheadha.org



Arklet Housing Association Ltd, Barrland Court,
Barrland Drive, Giffnock, G46 7QD.

www.scottishhousingconnections.org/HA/Arklet/

Tel: 0141 620 1890

Email: arklet@arklet.org.uk

4. How council houses are allocated

The Council allocates houses according to its **allocation policy**. The allocation policy is reviewed regularly and sets out which groups can be considered for social rented housing in East Renfrewshire. The allocation policy clearly sets out how points and priority grouping are awarded.

5. The Council's Allocation Policy (summary)

The allocation policy aims to give a reasonable preference for housing to certain groups. Those considered as having the greatest need are awarded the highest level of priority. Those who are currently living in suitable

accommodation are unlikely to be considered to have a high priority, and therefore unlikely to receive an offer of housing in a short timescale.

Applicants who are assessed as unintentionally homeless are considered to have the greatest need. These applicants are given the highest priority available (Group 1). Other applicants are awarded 'group priorities' according to their circumstances, as follows:

- **Group 1** includes all applicants assessed as 'unintentionally homeless', as well as those applicants designated as being a 'special case'.
- **Group 2** includes East Renfrewshire Council tenants whose house is subject to a demolition order, or who have been awarded a 'two for one' priority (that is, where two households combine, freeing a property for let.) This group also includes those tenants adversely affected by the Welfare Reform Act in relation to under-occupying bedrooms at their current property.
- **Group 3** includes all applicants who have been given a medical priority
- **Group 4** includes all other applicants with a local connection
- **Group 5** holds all applicants with no local connection to the area.

Medical Cases

The ability to demonstrate a medical condition will not ensure a priority award is given. **The applicant's medical condition must be caused or be aggravated by their current living situation.** Consideration will be given to applicants with both physical and mental health difficulties. An applicant will require to submit a medical application form, which is available on request from the council's Housing Services or Customer First staff, or from Barrhead Housing Association or Arklet Housing Association. This medical application process applies to each of the three ERHR members.

The medical application process is chiefly one of "self-assessment". A number of questions are asked regarding an applicant's health problems.

Applicants are encouraged to submit any other information they consider appropriate, such as a letter of support from a consultant, clinic or support provider.

The **Medical Priority Assessment Panel** meets on a monthly basis, to consider current applications for medical priority. Having considered the information provided, the Medical Priority Assessment Panel may request further information such as a home visit, or a report from an occupational therapist, or some other service provider. Applicants will be required to provide proof of current medication (if applicable).

The Medical Priority Assessment Panel consists of an officer from each ERHR partner landlord, together with a Community Occupational Therapist.

If an award has been given it will be based on the following criteria:

- **Medical A:** An applicant with a severe or debilitating illness which requires urgent rehousing will be given **500 points**.
- **Medical B:** An applicant where it is considered has a medical need to be housed quickly, will be given **250 points**.
- **Medical C:** An applicant with a non-serious medical condition, where it is considered this condition may benefit from alternative suitable accommodation, will be given **50 points**.

The Medical Priority Assessment Panel will normally suggest the award to be given, and the type of accommodation which would help the applicant's medical problem. Applicants with medical priority will only be considered for the type of accommodation specified by the Medical Assessment Team.

Should an applicant decline this, or refuse 2 reasonable offers their medical priority will be removed, and the application will be suspended for 6 months.

If an applicant is not satisfied with the level of an award, or if the applicant's medical award has been refused, they may appeal the decision. All appeals will be considered by The Medical Appeal Panel, which consists of a Housing Manager from each ERHR partner landlord. The Medical Appeal Panel meets on a monthly basis to consider all appeals for medical priority.

If an applicant wishes to defer their application at any time, their Medical award will be removed.

6. Barrhead Housing Association Allocation Policy (summary)

Barrhead Housing Association allocates its properties according to its own allocation policy. The following is a summary of key points of Barrhead Housing Association's allocation policy

In line with the law, Barrhead Housing Association's allocation policy ensures the following groups are given reasonable preference:

- People who are homeless and those threatened with homelessness
- People living in housing that is below the tolerable standard
- People living in overcrowded houses (statutory definition)
- People with large families
- People living in unsatisfactory housing conditions

In allocating properties, the Association **will not** take account of the following factors:

- Length of time an applicant has resided in the East Renfrewshire area
- Housing debt e.g. rent arrears owed by the applicant/s that is less than one month's rent payment
- Housing debt of more than one month where an agreement to repay the debt is in place and has been maintained for three consecutive months

- Applicant's age (unless it is sheltered housing)
- Income of the applicant and the applicant's family
- Any property currently or previously owned, by either the applicant or the applicant's family

Basis of selection and allocation – The Points System

The Association works in partnership with East Renfrewshire Council to tackle homelessness. Each year the Association sets a target of allocating 25% of its void properties to people who the Council assesses as statutorily homeless. Remaining properties are allocated through the East Renfrewshire Housing Register (ERHR) which contains a range of applicants including existing Association tenants and people wanting to be re-housed by BHA.

The Association's Management Committee determines the priority given to these groups on an annual basis. The Association's points system is designed to ensure that priority is given to those in most housing need. The selection and allocation of a property will be based upon applicant's housing need. Applicants with the highest point level for a house size, area and house type following assessment will normally be considered for an allocation.

7. Arklet Housing Association Allocation Policy (summary)

Arklet Housing Association allocates its properties according to its own allocation policy. The following is a summary of key points of Arklet Housing Association's allocation policy

Allocating houses

The Association must ignore certain factors when letting houses. These are detailed in the Association's allocation policy and procedures.

The main factors that the Association must ignore are:

- any non-housing debt owed by applicants (or their household members)
- former housing debt now cleared
- income or property owned
- rent arrears of less than one month
- rent arrears of more than one month if repayment arrangements are in place and being adhered to for 3 months or more.
- local residence

Prioritising applications

The Association prioritises applications based on a detailed assessment of the housing needs and preferences of different applicants. An applicant in housing need might be:

- homeless, or threatened with homelessness
- in housing that is below the tolerable standard
- in an overcrowded house experiencing other forms of need, for example, have support requirements related to cultural need

Selection procedure

Before the Association makes an offer of housing, it will contact applicants to arrange a home visit. This visit allows the Association to confirm details and take account of any change of circumstances.

Offers of housing

If applicant details are confirmed, the Association will make a pre-offer of housing in writing. The Association will allow applicants up to **five** working days to accept or refuse the offer. Once the property is available for let the Association will issue an offer of housing in writing and arrange a viewing.

8. Other Registered Social Landlords (RSL's) in East Renfrewshire

There are also a number of other housing associations who have homes for social rent in East Renfrewshire. These landlords have a range of sizes and types of properties, some catering for the elderly and those with disabilities.

The table below shows the number of properties each housing association has in East Renfrewshire, broken down into general needs, sheltered/very sheltered and amenity & wheelchair accessible* properties

Registered Social Landlord (other RSL'S)	General needs	Sheltered	Amenity or wheelchair accessible*
Hanover Housing Association	1	71	0
Link Housing Association	66	0	4 (2*)
Horizon Housing Association	13	0	(4*)
Trust Housing Association	2	95	0
Cube Housing Association	14	25	0
Abbeyfield Scotland Ltd	8	8	0
Total	104	199	10

To find out more about the homes they have in the local area, and to be considered for these you need to contact each of the associations directly.

Contact details for other housing associations with properties in the area are as follows:



Hanover (Scotland) Housing Association

Web; www.hsha.org.uk

Tel: 0141 553 6300



Link Housing Association Ltd

Web: www.linkhousing.org.uk

Tel: 03451 400 100)



Horizon Housing Association

Web: www.horizonhousing.org

Tel: 0330 303 0089



Trust Housing Association

Web: www.trustha.org.uk

Tel: 0131 444 1200



Cube Housing Association (part of the Wheatley Group)

Web: www.cubehousing.co.uk/home

Tel: 0800 479 7979



Abbeyfield Scotland Ltd

Web: www.abbeyfield-scotland.com

(Tel: 01727 857536)

9. Applying for a transfer within East Renfrewshire

If you are already a council or a housing association tenant in East Renfrewshire you may apply for a transfer to another home in the area with the same or a different landlord.

You will need to complete and submit a housing application form. Further details can be obtained from your landlord.

- **East Renfrewshire Council Allocations Team (0141 577 3001)**
- **Arklet Housing Association (0141 620 1890)**
- **Barrhead Housing Association (0141 881 0638)**

10. Applying for a Mutual Exchange

- If you want to swap homes with another council or housing association tenant in East Renfrewshire, or anywhere in the country, you should first contact your landlord to discuss this. Both tenants must have permission from their landlord before actually swapping homes. You may also wish to consider the **Homeswapper** scheme (details on page 24).
- East Renfrewshire Council has also established a **Mutual Exchange Register**. If you are interested in a mutual exchange, please contact our Allocations staff on 0141 577 3001 and request a **mutual exchange report**. The report will identify any other housing applicants who have requested a mutual exchange and who are a potential match for you in terms of house size, property type and area. You may then contact the applicant(s) to discuss a potential mutual exchange.

- **If you both agree and wish to proceed, both of you must then complete a mutual exchange application form.** Please note that if you proceed with any mutual exchange that you accept the property in its present condition and the Council will only carry out safe, wind and watertight repairs for the first year of your tenancy.

11. Moving to a smaller home

Housing association or council tenants who are looking to downsize can apply to transfer to a smaller property which may be easier to afford and manage. Priority for a transfer is given to tenants who want to move to smaller homes as this frees up homes for new families. **Local housing associations award priority regardless of current tenure, while the council awards an additional priority only to tenants of social rented housing. To be eligible for a transfer you must complete an application for housing with your landlord.**

12. Applying for sheltered housing if you are over 60

If you are aged 60 or over, you may wish to consider applying for sheltered housing. **You must complete a housing application form.** Sheltered housing is a group of flats, specifically designed and built for older people who are able to live an independent life, but who would benefit from additional security and support. Please note that in addition to the rent charge, there is also a charge for the support we provide. An advantage of living in a sheltered housing scheme is that your neighbours will be people of a similar age.

East Renfrewshire Council owns and operates 8 sheltered complexes within the area, details of each are as follows:-

- **Bellfield Court** Sheltered Complex, Barrhead G78 1RX
- **Fordyce Court** Sheltered Complex, Newton Mearns G77 6TW
- **Graham Street** Sheltered Complex, Barrhead G78 1EU
- **Hawthorn Court** Sheltered Complex, Hawthorn Road, Busby G76 8EL
- **Kirkglebe** Sheltered Complex, Neilston G78 3SA
- **Linnpark Court** Sheltered Complex, Netherlee G44 3PL
- **Montgomerie Court** Sheltered Complex, Eaglesham G76 0AY
- **Waterford Road** Sheltered Complex, Giffnock G46 7P

Each property within our sheltered complexes is fitted with an alarm system that enables residents to contact help in an emergency 24 hours a day. To ensure the safety and well-being of our residents, when on duty, the warden will also make daily contact with residents.

If you are interested in council owned sheltered housing in East Renfrewshire, we can arrange a visit for you to have a look at what it's like. Contact our Housing Management Officer on 0141 577 3001 to arrange a visit.

There is also a variety of sheltered housing owned by housing associations across the District. Details of sheltered housing owned by Arklet Housing Association and Barrhead Housing Association are shown below, while details of sheltered properties owned by other housing associations can be obtained directly from the housing associations listed previously.

Arklet Housing Association has a total of 52 sheltered properties at Walton Court, Giffnock G46 7NE and Barrland Court, Giffnock G46 7QD. Contact details for Arklet Housing Association are given on page 6 of this booklet.

Barrhead Housing Association has a complex of 28 sheltered properties at Main Street, Barrhead.

13. Applying to move to another part of the country

If you are flexible about where you live, you will find housing demand, prices and rents are lower in many other parts of the country. If you choose a low demand area you may be offered a tenancy more quickly and the rent may be cheaper than in East Renfrewshire.

- Some councils and housing associations have homes readily available to anyone who contacts them. You need to contact the relevant council or housing association to find out what is available – they often advertise properties on their website. To proceed, you will need to complete a waiting list application for the council or housing association which covers the area where you would like to move.
- Private rents and house prices can also be cheaper elsewhere. In parts of neighbouring areas such as Glasgow and Paisley, you can buy a substantial house for the price of a one-bedroom flat in parts of East Renfrewshire.

You may also wish to consider the **Homeswapper** scheme:

The **Homeswapper** scheme is for tenants of socially rented accommodation who want a house swap, flat swap or to exchange their council house. This is also called mutual exchange. In order to be considered for a swap, you must live in a council house or housing association property. Homeswapper is a privately owned company which works with many local authorities and housing associations.

What do I need to get an exchange through Homeswapper?

In order to apply for an exchange through Homeswapper, you need to make sure that:

- You and the person who you wish to swap with rent your home from the council or from a housing association and have a Scottish secure tenancy
- You both have permission from your landlord
- You both live in permanent, self-contained accommodation such as a flat or a house.

You will not be able to get an exchange through Homeswapper if:

- You rent your home from a private landlord
- You are an owner-occupier
- You own part of your home through a shared ownership scheme and rent the remainder
- You live in supported accommodation

Before doing anything, you should contact your landlord and make sure you will be given permission to swap your home. If you try to swap homes without permission you may be liable to be evicted.

- To pursue a move through Homeswapper, you will need to register online. **You will need to pay a small fee to register with Homeswapper (currently £12.00 for 3 months registration, £16.00 for 6 months registration), £24.00 for 12 months registration)**

When you have registered, you can put details of your home on the website, including photographs, and look at details of other homes. You can find more details about the Homeswapper scheme at: www.homeswapper.co.uk

You can contact the Housing Allocations Team at:

Telephone: **0141 577 3001** (office hours)

E-mail: customerservices@eastrenfrewshire.gov.uk

Our opening times are:

Mon – Thurs: 8.45am - 4.45pm

Friday: 8.45am - 3.55pm

Our **Customer First Team** is also available at any time between 8.00am–6.00pm on 0141 577 3001

You can write to us at:

East Renfrewshire Council

211 Main Street

Barrhead G78 1SY

You can contact our partners in the East Renfrewshire Housing Register (ERHR) at:

Barrhead Housing Association,

60-70 Main Street, Barrhead G78 1SB.

Tel: 0141 881 0638

Email: enquiries@barrheadha.org

Arklet Housing Association Ltd,

Barrland Court, Barrland Drive, Giffnock G46 7QD.

Tel: 0141 620 1890

Email: arklet@arklet.org.uk

You can also obtain independent advice from:

East Renfrewshire Citizens Advice Bureau

216 Main Street, Barrhead G78 1SN

Telephone 0141 881 2032

Mon-Fri 9.30-15.30 (+ Wed 15.30-18.00 (by appt.)

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