



## ALLOCATION POLICY

Summary

May 2019

Further information is available from the Association's office:

Manor Estates Housing Association  
11 Washington Lane  
Edinburgh EH11 2HA

0131 337 3222

If you require a copy of this summary in an alternative format or language, please contact the office.

## 1. Introduction

Manor Estates' Board approved our Allocation Policy on 27 March 2019 for implementation from 1 May 2019.

This document is a summary of key aspects of that Policy – the full document is available to anyone who requests a copy.

## 2. How to Apply for Housing

Any person aged 16 or over is entitled to apply for housing and be registered on a housing list.

We participate in EdIndex, the Common Housing Register for Edinburgh. Applicants can obtain an application form from our office or from any of the partner landlords participating in EdIndex. Application forms can be submitted to our office or any of the partner landlords.

## 3. Choice

Most properties that we have available for let will be advertised. Properties will not be advertised where they are used for management transfers, referrals through our management agreements with support agencies or other urgent situations.

Properties will be advertised on the Key to Choice website.

## 4. Starters and Movers

**Starters** are applicants who do not have secure accommodation and will include homeless applicants, tenants in privately rented accommodation and applicants who are currently staying with family or friends.

**Movers** are applicants who have a tenancy with a social landlord or who own their home.

## 5. Priority Awards

Priority awards are made to reflect applicants' circumstances and will be used to determine how bids for an empty property are prioritised.

Priority	Description
Gold urgent	Exceptional – e.g. to enable hospital discharge
Gold	Mobility needs and home cannot be adapted
Silver	<ul style="list-style-type: none"><li>▪ Homeless</li><li>▪ Overcrowded households</li></ul>

	<ul style="list-style-type: none"> <li>▪ Under Occupation</li> <li>▪ Demolition</li> <li>▪ Exceptional housing need</li> </ul>
--	--

The order of priority is as follows, with the highest priority at the top:

- Priority – gold urgent
- Priority – gold
- Priority – silver
- Non-priority – waiting time/length of time at current address

All priority cases will be ranked by the date priority awarded.

Non-priority cases will be ranked by the date of application for starters and the length of time at current address for movers.

Where an applicant would be eligible for more than one category of priority, the highest level will apply.

Priority is awarded to reflect the need for urgent rehousing. As such, the priority granted will be time limited and may be removed where it has not been used reasonably or where a property successfully bid for has subsequently been refused.

## 6. Transfers

Current tenants of the Association who wish to move are required to submit an EdIndex application form, which will be assessed in accordance with the same system as all other applicants.

## 7. Size and Type of Housing

In determining the size and type of accommodation to be offered, the following apply:

- Adults should not share a bedroom with a child.
- Adults living together as partners will be expected to share a bedroom unless there are circumstances that necessitate a separate room, e.g. specific medical needs verified by a medical professional in writing such as a letter from GP.
- Single adults of 16 years and over should have their own bedrooms.
- No more than 2 children should normally share a bedroom.
- Children of the opposite sex where one is more than 6 years old should have separate bedrooms.
- Children of the same sex will be expected to share a bedroom up to age 14 years unless the age gap between the two is greater than 6 years.

## **8. Amenity Housing**

Applications will normally only be considered from applicants who are aged 50 or over.

## **9. Retirement Housing**

Applications will normally only be considered from applicants who are aged 60 or over.

Where an existing tenant in an upper flat requires to move to ground floor accommodation due to substantiated mobility problems, that tenant will receive priority to move to an appropriate vacancy within the scheme.

## **10. Management Transfers**

Management transfers may be granted in exceptional circumstances. Such transfers require the prior approval of the Neighbourhood Services Director.

## **11. Mutual Exchanges**

Existing tenants of Manor Estates can apply to exchange with another housing association or local authority tenant. Applicants to exchange must seek and receive approval from both landlords prior to proceeding with the exchange.

The Association participates in Edinburgh House Exchange and will assist tenants to use that system to identify potential moves.

## **12. Fife Properties**

The Association owns a limited number of properties in Fife. When vacancies arise in Fife, the Association will seek nominations from Fife Council. We will accept the criteria used by Fife Council to assess housing need, however we will expect that applicants housed will meet our criteria in relation to size of accommodation required.

## **13. Appeals and Complaints**

If an applicant is dissatisfied regarding any decision made regarding the allocation process, he or she has the right to appeal.

The appeal should be made in writing to the Neighbourhood Services Director. If the applicant remains dissatisfied, he or she has the right to appeal to the Association's Chief Executive.

There is a final right of appeal to the Association's Board.

Applicants may wish to complain if they believe that we have acted outwith the terms of the Allocation Policy or that we have not complied with our customer service standards.

Full details about how to make a complaint are set out in our Complaints Policy and leaflet, both of which are available on request.

Any applicant who remains dissatisfied with the outcome of an appeal or complaint has the right to raise the issue with the Scottish Public Services Ombudsman.