

BUIDHEANN TIGHEADAS LOCH AILLSE AGUS AN
EILEIN SGITHEANAICH
LOCHALSH AND SKYE HOUSING ASSOCIATION

Highland Housing Register Allocations Policy

DATE APPROVED:	14 June 2010
APPROVED BY:	Management Committee
DATE OF REVIEW:	June 2013

The Highland Housing Register

Allocations Policy

Part A Principles and aims of the allocations policy

1 Definitions

1.1 This is the shared allocations policy that all partner landlords involved in the Highland Housing Register (HHR) will use to manage a shared housing list and to shortlist applicants for homes being let in the Highlands. The partner landlords (HHR landlords) are as follows:

- Albyn Housing Society Ltd,
- Cairn Housing Association Ltd,
- Lochaber Housing Association Ltd,
- Lochalsh and Skye Housing Association Ltd,
- Pentland Housing Association Ltd and
- The Highland Council.

In addition to this, 5 other landlords (who have some housing in the Highland Area) will participate in the HHR in that they will ask us to put forward applicants for some of their vacancies in the Highlands. These 5 landlords are listed below. Much of their housing is for particular groups of people, for example elderly people. However of these 5 associations Trust Housing Association, Hanover Housing Association and Link Housing Association also have their own housing list and you can apply to them direct.

- Hanover Housing Association Ltd,
- Key Housing Association Ltd,
- Link Housing Association Ltd,
- Margaret Blackwood Housing Association Ltd and
- Trust Housing Association Ltd.

1.2 You can choose to be considered for housing offered by all, or any of the HHR landlords. The information you give on your application will be shared among the HHR Partners through the shared computer system.

1.3 This allocations policy covers the letting of properties to people on the HHR, transfers of current tenants of any of the HHR landlords and transfers from properties that any of the HHR landlords lease from private landlords.

2 Our principles

2.1 The following principles will underpin our approach to how we offer tenancies.
Consistency - we will apply the allocations policy fairly and consistently in all areas of the Highlands.

Openness - we will provide information about the allocations policy and how it operates, but will not release the confidential details of individual applicants

to anyone other than the applicant themselves or any advocate named on the application form.

Legality - we will make sure that our allocations policy meets relevant legislation (including the Housing (Scotland) Act 1987 as amended by the Housing (Scotland) Act 2001 and also the Homelessness Etc (Scotland) Act and reflects best practice. We will keep all personal information provided in connection with an application confidential.

Equal opportunities – we find all forms of discrimination unacceptable. We will make sure that no applicant is treated unfairly for any reason, including because of their race, colour, ethnic background, religion, class, sex, age, disability, mental health, sexuality or family circumstances.

Accountability – we will ensure that in all our decisions and actions we are accountable, transparent and open.

Confidentiality - The landlords who are partners in the HHR are registered under the Data Protection Act 1998 and are duty bound to comply with the conditions set out in this legislation, now or in the future.

2.2 The HHR landlords will process the information contained in your application form and any other relevant information they obtain in connection with your application in a number of ways. They will process the information for the purposes of your application for housing. They may also use this information to provide anonymous statistical data to their Committee, the Scottish Government and other interested parties. In addition, if you are successful in obtaining accommodation with one of the HHR landlords, that landlord will retain your information in your tenancy file. You have the right to see any details held in your personal files, on request. There may be a charge for this.

2.3 By signing the application form, you give consent to the HHR landlords processing the information in the above way.

3 Our main aims

3.1 Our main aims are as follows:

- To provide housing to those in the greatest need, dependant on individual circumstances.
- To help to prevent and deal with homelessness.
- To help create and maintain strong, balanced and economically viable communities.
- To work with our partner HHR landlords to provide suitable housing for those with special needs.
- To make the best use of the housing available.
- To give applicants a range of choices of housing.

- To help applicants move within the Highland area, and from other parts of the UK.
- To monitor performance and respond to changing patterns of needs by regularly reviewing this allocations policy.
- To inform the Highland Council's planning processes

4. Homelessness

4.1 HHR Landlords are committed to carrying out our legal duty to re-house people because they are "statutorily homeless". Statutorily homeless means people who, under the law, have to be given permanent housing because they are,

- homeless through no fault of their own, and
- are in what is called 'priority need' and
- have a local connection as set out in law.

Housing Association partners will not refuse to re-house a person referred to us unless we have a good reason, as allowed by section 5 of the Housing (Scotland) Act 2001.

4.2 Housing Association partners are also committed to helping the local authority by, for example, providing, facilitating or referring to housing support services to prevent homelessness or providing housing for homeless people.

5 Putting applicants on the housing list

5.1 We have an 'open' housing list. We will accept your application onto our housing list, as long as you are aged 16 or over.

5.2 You can make an application jointly with another person or people who want to live with you, even if you are not living in the same household at the moment. If you make a joint application, we will normally offer a joint tenancy and your points will normally be based on the applicant who is living in the worst housing circumstances.

5.3 The applicants accepted onto the housing list for a transfer will currently be tenants of a HHR landlord. Every year, each HHR landlord will decide what percentage of tenancies they will offer to this group in the coming year.

5.4 Further details of how your application will be treated are given in section 6.

6 Assessing priorities for housing

6.1 We will consider all applications for housing in a fair and consistent way. Your place on the housing list will normally be decided by the number of points you are awarded, based on your current circumstances or, in exceptional circumstances, by the award of a 'special allocations status'. In line with legislation, we will give preference to people who:

- are homeless, or threatened with becoming homeless;

- are living in homes that are in poor condition;
- are living in homes that are overcrowded;
- have large families; or
- are living in housing conditions that are not satisfactory.

6.2 We **will not** take any of the following things into account when offering tenancies.

- a. How long you have lived in the area.
- b. Any debts (such as rent arrears) from a property of which you were not the tenant.
- c. Any debts you had owed from a previous tenancy, but which you have now paid off.
- d. Any debts you still owe where:
 - the amount you owe is less than 1/12th of the amount you had to pay over a full year for the tenancy; or
 - you have agreed arrangements with the landlord for paying off the debt and have kept to these arrangements for at least three months.
- e. Any debts (including Council Tax arrears), owed by you or anyone who is going to live with you, which do not relate to the tenancy of a home (including any previous tenancy).
- f. Your age (as long as you are 16 or over), unless the tenancy is for a home that:
 - has been designed or adapted for people of a particular age group; or
 - is for people who are or will be getting housing support services for a particular age group.
- g. Your and your family's income.
- h. Whether you or any member of your household owns or has owned any property that can be inherited, regardless of its value.

6.3 We **will not** discriminate against anybody who does not already live in the area if:

- they work, or have been offered a job, in the area;
- they want to move into the area to find a job and we are satisfied that they intend to do this;
- they want to move into the area to be near a relative or carer;
- they have a social or medical reason for needing to live in the area;
- they want to move into the area because of harassment where they live now; or
- they want to move into the area because they are at risk from domestic abuse where they live now.

6.4 We will award points for any of the factors listed under the **Points** list in Part B (below) of this Policy that apply to your application.

7 Suspensions

7.1 We may suspend your application if you:

- have rent arrears or other debts which you still owe (see 6.2d above)
- are an existing tenant of any other provider of public housing and you have not kept your house and garden in a reasonable condition (see 8.6 below)
- are a tenant of one of the HHR landlords and are applying for a transfer and you have not kept your house and garden in a reasonable condition (see 8.7 below)
- have a history of antisocial behaviour (see 8.8 below)
- have provided false or misleading information (see 7.4 below) or
- have refused a second reasonable offer of housing (see 12.1 below)

7.2 If we suspend your application, you will not be offered a tenancy, regardless of your priority or housing need. We may decide not to suspend an application if we think your household's needs outweigh any other concerns.

7.3 If we suspend your application, the suspension will normally last for six months before we review it - unless you tell us about something that has changed which will affect the suspension. We will tell you the reasons for the suspension in writing, and give you advice about other possible sources of housing. We will also tell you about your right to appeal against our decision.

7.4 If we think you gave false or misleading information in your application, your application will be suspended while we investigate the matter. If our investigation shows that you intentionally gave false or misleading information, we will require you to make a new application based on your true circumstances. We will give you written details of why we have taken this decision, and of your right to appeal against our decision. If you have already been given a tenancy, and the false or misleading information affected the decision to offer the tenancy, the relevant HHR landlord may take the necessary legal steps to end your tenancy.

8 How we offer tenancies

8.1 On your application, you must tell us which areas you would live in. You can select up to 10 areas, and you may be offered a house in any of these areas.

8.2 We will also ask you to tell us your first preference. This will enable us to assess where houses should be built in the future, but you will not receive any additional priority for this area over any other area you select.

- 8.3 We will normally offer tenancies to the applicant with the highest number of points who has a need for the particular type of property in a particular area in question as long as this does not put the community or an individual at risk.
- 8.4 If necessary, we may make reasonable enquiries to check your household's circumstances. We will always make these enquiries in a sensitive and appropriate way. If we receive clear evidence that a particular allocation is unsuitable or inappropriate, we reserve the right to bypass you for this.
- 8.5 If you are an asylum seeker, the law says that The Highland Council (which is the Local Authority in the Highlands) cannot offer you a permanent tenancy while immigration control still applies to you, unless the National Asylum Seekers Consortium ask the Highland Council to house you. However, once you have been given "leave to remain" (permission to stay in UK), you may be offered a tenancy in line with this policy. This law does not apply to any of the other HHR landlords.
- 8.6 If you or your joint applicant currently has a tenancy (or has had a tenancy within the last five years), we will ask for a reference from your landlord specifically about:
- any rent arrears (see 6.2.d above),
 - the condition of the property (see 8.7 below)
 - any anti-social behaviour (see 8.9 below).
- If any reference we get back is not satisfactory, we will tell you about how this may affect your application.
- 8.7 If you are a tenant and your landlord's reference says that you are not keeping your current home and garden in a reasonable condition, we may suspend your application. If we suspend your application, you will not be considered for a further offer until you tell us that you have brought your property up to a reasonable standard and your landlord confirms this.
- 8.8 If you are a tenant of any of the HHR landlords and you want to transfer to a property with the same or any other HHR landlord, we will inspect your current home and garden before we make you an offer. If your property is not in a reasonable condition, we will not offer you a transfer. We will not consider you for a further offer until you tell us that your property has been brought up to a reasonable standard and a further inspection confirms this.
- 8.9 If there is clear evidence that you or anyone living with **you** or visiting you have behaved antisocially (usually within the last three years) we may suspend your application for up to six months. If you provide evidence from an appropriate professional e.g. Police, Criminal Justice Service, that there has been a change in behaviour, we may lift the suspension after three months.
- 8.10 We will not normally offer you a home in which you will have more than one extra bedroom. Where there are very few one-bedroom properties in an area, single people or couples will be considered for two-bedroom properties on an equal basis as those with a 2 bed need.

- 8.11 We will not normally offer you a home that would result in you being overcrowded (i.e. one that has fewer bedrooms than your household needs) This is explained in the **Points** list below.
- 8.12 We will decide whether to offer you specialised housing after an assessment of your needs for that particular type of housing.
- 8.13 If you have an illness that is likely to progress to a long term/permanent disability, we may ask an occupational therapist or another specialist to make sure that the property we are thinking of offering you is suitable. If a property would need to be adapted to make it suitable for you, before we offer you the tenancy we may consider whether funding is going to be available. We will normally give preference to applicants who have a need for any special facilities or features that the property provides in the first instance.
- 8.14 If you have proof that you need to live in a particular area because of your job, or for medical, support or other specific reasons, we will give you extra points.
- 8.15 From time to time, any of the HHR landlords (singly or jointly) may consider using a “special lettings plan” for a particular community if this is found to be necessary after assessing the community’s needs. Details of the “special lettings plan” will be sent out to you by the relevant partner landlord if you apply for housing in a community to which this applies and will be publicised as necessary.

9 Offering tenancies to staff and committee members or their relatives

9.1 Special rules apply if you (or anyone who would live with you) are a close relative of someone who is or has been at any time in the last 12 months:

- a member of staff; or
- a member of the management committee or, in the case of the Council, a Councillor

of the HHR Partner to whom you have applied to be housed.

9.2 In this case you must give full details in the declaration within the housing application form. This does not mean that you cannot be considered for a home from this Partner, it just makes sure that the necessary procedures are followed in line with the legislation.

9.3 A close relative is defined as a direct relative by blood or marriage (including step-relatives), for example, your son or daughter (including adopted children), mother or father, brother or sister, grandparent, grandchild, husband/wife or partner (either sex).

10 Working with other housing providers/mutual exchange

10.1 We will take part in ‘**HomeSwapper**’, which allows people to apply for housing in other areas of the country. You can get more information about

this scheme from any partner landlord. Current tenants of partner landlords can also ask for permission to exchange their tenancy with another tenant of a provider of social housing. We will consider these requests and will not refuse to give our permission unless we have good reason.

11 Complaints and Appeals

- 11.1 We have a Joint Complaints and Appeals procedure that you can use if you are not satisfied with how we have dealt with your application. You can get details of the complaints and appeals procedure from any HHR landlord.
- 11.2 If you feel that we have not dealt with your housing application properly or fairly, you can complain to the Scottish Public Services Ombudsman. You must have been through our own complaints and appeals procedure first and not be satisfied with the outcome.

12 General regulations

- 12.1 If we have made you a reasonable offer of housing (that is one that meets your needs as set out in your application from) and you have refused it, we will contact you to make sure the information in your application form is correct and to give you advice about your housing options. If you refuse a second reasonable offer we will suspend your application for six months (see 7.1 above). If you have been awarded points because you are homeless or threatened with homelessness you will still receive two offers. However, these offers may not be in your preferred areas. The offers will be reasonable, taking account of your housing needs, the advice in the Scottish Government's Code of Guidance on Homelessness and the availability of housing in the area. If you refuse two offers, the Council may consider that it has discharged its duty to you under the terms of the homelessness legislation by making these properties available to you and may therefore end temporary accommodation provided to you under the homeless legislation. You have a right of appeal against any decision we make.
- 12.2 Every year we will write to you to ask you to confirm whether or not you want to stay on the housing list. When we write to you, we will remind you how many points you have, and what they have been awarded for. If we do not hear from you we will send you a reminder letter. If no response is received to that letter, we will cancel your application. You can apply to go on the housing list again at any time and we will consider your new application based on your current housing circumstances.

13 Information and advice

- 13.1 We will provide a free copy of this full policy to anyone who asks for it. We will also make a shorter version of it available in appropriate formats, including on the website of HHR landlords and as a leaflet. We will make the policy available in other languages and formats (such as in Braille, in larger font or on audio tape) if asked.

- 13.2 We will treat all applicants politely and sensitively. You can ask to meet a member of staff to discuss your housing application. If you want, you can have a relative, friend or adviser with you at the meeting. Meetings will be held in private rooms whenever possible and all information will be kept confidential.
- 13.3 We will provide free information and advice on housing options in the Highland area, and will help you get access to independent advice and information.

14 Monitoring performance

- 14.1 To make sure that we act fairly and in accordance with equal opportunities, we will monitor our performance by reporting the following information each year:
- a. The total number of applications received by all partner landlords.
 - b. The number of tenancies offered, and an analysis of the points and needs of those housed.
 - c. The number of appeals against or complaints about, for example, offers of housing or how we have processed applications and the outcomes of these complaints and appeals i.e. upheld or not.
 - d. The number of cases and circumstances in which applicants were housed under special allocations status.
 - e. The number of transfers carried out each year.
 - f. The number of allocations made to Homeless applicants.
 - g. The number of applicants suspended for refusing two suitable offers.
 - h. Feedback from customer satisfaction surveys.
 - i. Details about any local "special lettings plan".
- 14.2 The HHR Landlords will review this allocations policy at least once every three years to assess how effective it is and examine whether any changes are needed. We may change this policy to keep it up to date with changing laws or best-practice guidance, or to tackle issues arising from our reviews. We always welcome feedback and comments from individuals and organisations.

Part B - Assessing your housing need and awarding points

We will give everybody the best possible help and advice, whether they are homeless or not. This is to help prevent people from becoming homeless and to find the best possible housing solution for everybody. When we assess your application for housing with any of the partner landlords, we will award points for the following reasons.

1. Homelessness - Priority

The law says that some people must be given permanent housing because they are Homeless through no fault of their own (unintentionally); **and** are in what is called 'priority need'; **and** have a local connection.

Only applicants who have been interviewed by a Homeless Persons Officer from The Highland Council and who have completed a Homeless Assessment which proves that they fully meet the above criteria will be entitled to points under items A and B below. If you receive points under these items, you will not be allowed to unreasonably restrict the areas in which you are prepared to live.

A Homeless

If you have been assessed as Homeless under the law you will receive **70 points**

B Potentially homeless

If you have been assessed as likely to become Homeless under the law within the next two months you will receive **50 points**.

C Time spent in temporary accommodation

If you are awarded the **70 homeless points** you will receive **2 additional points** for each complete month you spend in this situation regardless of whether or not you have been housed in Temporary Accommodation by The Highland Council. You will only qualify for these points if you are assessed as being entitled to permanent housing as detailed above. If the Council put you in temporary housing, you will not get points for your housing situation (such as overcrowding or sharing points). This is because the high level of housing need is already reflected in the homelessness points awarded. You will be entitled to "personal points" i.e. points that are awarded to you as an individual, e.g. medical and community care points, community need points.

2 Homelessness/Potentially Homeless - Non Priority

If you have been assessed as Homeless or Potentially Homeless but you have no priority under the law, you will receive **20 points**.

N.B. If you are awarded points under any of the above categories you will not be entitled to further points under Insecure Tenancy (see below).

3 Insecure Tenancy

A Applicants in leased properties

If you live in a home that a partner landlord leases from a private landlord for a fixed period, you will receive **30 points** up to six months before the end of

the lease, because you cannot stay in the home permanently. These points are awarded instead of points for insecure tenancy set out below.

B Insecure tenancy

If you are living in a home that you cannot stay in permanently and may be asked to leave at short notice, you will receive **15 points**. Insecure tenancies include B&B, c/o friends or relatives, lodgings, shared accommodation. If you are in a short-assured tenancy, tied tenancy, or HM forces accommodation you will receive **10 points**. However, if you have a Notice to Quit which means you have less than 6 months left on the lease you will receive an additional **5 points** i.e. **15 points in total**. These points will not apply to applicants in leased properties as defined in A above.

4. Poor housing conditions

If your current home is in poor condition, or you do not have access to vital facilities, you will receive **up to 70 points**. These points will apply to any type of home you live in, even if it is not a permanent home; this could include, for example, a caravan, portacabin or temporary shelter. If you are entitled to points under category A, you will **not** receive points under any of the other categories even if they apply. However, if you do not receive Category A points you will receive **one** set of points (no matter how many aspects) from **each** of the other categories that apply to your home;

A Urgent

- is not structurally safe (the property is in such a state of disrepair that it could be considered to be in a dangerous condition); or
- does not have an electricity system which is safe; or
- does not have a reliable supply of piped wholesome and clean water available

(70 points)

B Medium

- does not have a toilet within the home; or
- does not have an effective system for taking away waste water; or
- does not have a sink or a wash hand basin with a hot and cold water supply; or
- does not have satisfactory facilities for cooking food; or
- does not have heating; or
- does not have a fixed bath or shower with a hot and cold water supply; or
- does not have satisfactory access to an external door from the public road; or
- has significant rising or penetrating damp

(20 points)

C Intermediate

- has significant water penetration
(10 points)

D Low

- does not have satisfactory natural or artificial lighting; or
- does not have full central heating
(this does not apply if Medium points have already been awarded for having no heating); or
- does not have satisfactory loft insulation i.e. thicker than 100mm
(5 points)

5 Sharing facilities

You will receive **20 points** if you live in a home where you **have** to share facilities with other people who you will **not** be housed with you. This is regardless of the number of facilities you share **except** where you have been assessed as unintentionally homeless and in priority need and are in temporary accommodation provided by the Council (see paragraph 1C above).

6 Overcrowding

To work out if you are overcrowded, we assume that no more than two people should share a bedroom and that separate bedrooms are needed for:

- each couple;
- each single person aged 16 or over;
- a child aged 6 years or over, of different sex from other children of any age;
- children of the same sex where there is an age difference of 4 years or more between the two.

We will consider the size of the home you live in now, and you will receive **15 points** for each extra bedroom you need, up to a **maximum of 60 points**.

If you need an extra bedroom because you or your partner is pregnant, you will receive overcrowding points as soon as we have proof of the pregnancy. However, when we offer tenancies, we may give preference to households that are already overcrowded.

7 Overcrowding as a result of access to children

If you need an extra bedroom because you have a child or children who often and regularly stay overnight, you will receive **10 points**. Only one award of points will be made under this category regardless of how many children are involved. We will ask for proof of the access arrangements (for example, from the Court, a solicitor or another appropriate professional such as a social worker).

8 Under Occupancy

We will award points if you have more bedrooms than you need where you live now (using the same guidelines as for overcrowding – see above) in order to make the best use of our stock:

If you are a current tenant of a HHR Partner landlord you will receive **20 points** for each extra bedroom you have – regardless of how many extra bedrooms you have.

If you are not currently a tenant of a HHR Partner landlord you will receive **10 points** for each extra bedroom you have up to a **maximum of 20 points**.

In these circumstances, the number of points you will be awarded for under occupancy will also be affected by the size of the home you are being considered for, compared to the one you are currently in. So, if you are in a 2 bedroom house and are under occupying it by 1 bedroom, those points will not be taken into account if you are being considered for another 2 bedroom property.

9 Two households combined

You will receive **30 points** if you are the tenant of a partner landlord and you want to form a new household with another person who is a tenant of a partner landlord provided any allocation will result in both houses being left vacant and available for allocation.

10 Medical needs

If your health is made worse by your current living conditions, you should fill in a Medical Assessment form. Your medical needs will then be assessed by an independent medical advisor. You will receive points depending on whether your medical priority is:

- urgent (**70 points**);
- high (**30 points**);
- medium (**20 points**);
- intermediate (**10 points**); or
- low (**5 points**).

If the medical assessment identifies a specific type of housing that you need to improve your health (for example, a ground-floor flat because you cannot walk easily) we will only give you points if you have applied for that type of house.

11 Care and Support

You will receive up to a maximum of **50 points** if:

- you are living in residential care or hospital and it is no longer appropriate (**50 points**);

- you are living in supported accommodation and it is no longer appropriate **(50 points)**;
- you need access to specialist support services **(20 points)**;
- you need to move so that a carer can live with you to enable you to live independently **(10 points)**;
- you need to move to receive care from a friend or relative to enable you to live independently **(10 points)**;
- you need to move to provide care to a friend or relative to enable them to live independently **(10 points)**;
- you or a member of your household needs to move to be nearer facilities or services to maintain independent living **(10 points)**; or

We may ask for confirmation of your circumstances from an appropriate professional (for example, a social worker, care manager, care provider, community psychiatric nurse, general practitioner, doctor or consultant).

12 Need to live in the community

Where you have a need to reside within a particular community (whether that is because you currently live there, or for employment, medical or support reasons) you will receive **20 points**

13 Special allocations

If there are exceptional circumstances which cannot be recognised by other types of points set out above, you may be awarded 'Special Allocations Status (SAS)' after confirming your circumstances with any appropriate agency. As this award is intended to deal with extremely urgent or exceptional circumstances, the award of SAS will normally be made for one offer of housing only.

Points List

Group A – 70 Points

1. Priority Need Homeless – Statutory.
2. Poor Housing Conditions (Urgent).
3. Urgent Medical Need.

Group B – 50 Points

1. Potentially Homeless – Statutory with Priority Need - If threatened with homelessness within 2 months.
2. Leaving residential care/hospital or other supported accommodation because support is no longer needed.

Group C – 30 Points

1. Applicants in properties leased by any of the HHR Landlords with less than 6 months left on lease.
2. **Two households combined** -You will receive **30 points** if you are the tenant of a partner landlord and you want to form a new household with another person who is a tenant of a partner landlord provided any allocation will result in both houses being left vacant and available for allocation.

Group D – 20 Points

1. Potential or Actual Homeless – statutory but non priority.
2. Moving to access specialist support services.
3. Under occupation (each bedroom with no upper limit for those who are a tenant of a HHR landlord).
4. Sharing Facilities (1 set of points regardless of how many facilities are shared).
5. Poor Housing Conditions – Medium.
6. Medium medical need.
7. Need to live in a Community.

Group E – 15 Points

1. Overcrowding (each bedroom up to max **60**).
2. Insecure Accommodation; for example.
 - c/o Friends/relatives.
 - Caravan.
 - Shared accommodation.

Group F – 10 Points

1. Applicants with a short-assured tenancy, tied tenancy, or HM forces accommodation – (see G below).
2. Social factors: for example.
3. Move so carer can live with you.
4. Move to provide care/receive care.
5. Moving to improve or maintain activities/social contact or to be nearer facilities or services.
6. Occasional overcrowding (one award per application).
7. Under occupation (per bedroom with a ceiling of 20 points for non CHR Partner).
8. Poor Housing Conditions – Intermediate.
9. Intermediate Medical need.

Group G - 5 Points

1. Applicants in Tied Accommodation or who have a Short Assured Tenancy or Notice to Quit from a private landlord and has less than 6 months left on lease (this would be in addition to points from Group F).
2. Poor Housing Conditions – Low.
3. Low Medical need.

Group H – 2 Points

1. Time spent in temporary accommodation per month

Group I - Special Allocations Status

Points to be agreed by Senior Managers in exceptional cases for one offer of housing only.

Contact details of HHR partner landlords

Albyn Housing Society Ltd
98/100 High Street
Invergordon
IV18 0LN
Phone: 01349 852978

Cairn Housing Association Ltd
Cairn House
30 Waterloo Place
Inverness
IV1 1NB
Phone: 01463 220666

Lochaber Housing Association Ltd
30 Fassifern Road
Fort William
PH33 6XQ
Phone: 01397 702530

Lochalsh and Skye Housing Association Ltd
Morrison House
Bayfield
Portree
Isle of Skye
IV51 9EW
Phone: 01478 612035

Pentland Housing Association Ltd
37/39 Traill Street
Thurso
Caithness
KW14 8EG
Phone: 01847892507

The Highland Council
Housing and Property
Glenurquhart Road,
Inverness
IV3 5NX
01463 702888

Contact details of participating landlords

Hanover Housing Association Ltd
95 McDonald Road
Edinburgh
EH7 4NS
Phone: 0131 5570598

Key Housing Association Ltd
Savoy Tower
77 Renfrew Street
Glasgow
G2 3BZ
Phone: 0141 3326672

Link Housing Association Ltd
Watling House
Callender Business Park
Falkirk FK1 XR
Phone: 0845 1400100

Margaret Blackwood Housing Association Ltd
77 Craigmount Brae
Edinburgh
EH12 8XF
Phone: 0131 3177227

Trust Housing Association Ltd
12 New Mart Road
Edinburgh
EH14 1RL
Phone: 0131 4441200

Other Useful Contacts

Scottish Public Services Ombudsman
4 Melville Street
Edinburgh
EH3 7NS
Phone: 0870 0115375