

## **MAKING A HOUSING APPLICATION**

### **Helpful Information**

The Association accepts applications for housing from anyone aged 16 years or over.

If when completing your application you wish to refer to our Allocations Policy a copy is available at the office or one can be sent out to you. The Housing Application pack and the Allocations Policy can be made available in other languages or in Braille, large print or on audiotape.

Once you have completed the form please return it along with the equal opportunities form to: **Whiteinch and Scotstoun Housing Association, The Whiteinch Centre, 1 Northinch Court, Glasgow, G14 0UG**. All information will be treated confidentially. The Association's office is open to the public from 9.00am to 5.00pm, Monday to Friday.

If you require assistance to complete the application form a member of the Housing Management staff will assist you. If you are housebound you may request a home visit, subject to this being within reasonable travelling time.

If you require an interpreter to assist you, the Association will arrange this wherever possible.

### **What happens next?**

- Firstly your application will be assessed to determine your housing need and what size of property you require. We determine housing need by awarding each application a total number of points based on the applicants present circumstances and in accordance with our Allocations Policy. If you refer to the points summary included with your application you will be able to see how the points are awarded to each category of housing need.  
**Please note points are not awarded for waiting time on the list.**
- The applicants with the highest points are those, which have been assessed as having the greatest housing need.
- Details of your points assessment will be sent to you within approximately 8 days. This will include a breakdown of how your points were awarded, details of your right to appeal and a questionnaire asking how you found the application process.
- If your points total is low and it is indicated on the letter that it is unlikely that we would be able to re-house you in the near future, in order to maximise your opportunity of being re-housed, please refer to the list of alternative housing providers we gave you with your application form.
- **Please note that you can apply to as many housing providers as you wish at the same time.**

- Depending on the availability of properties, you may receive a letter from us, at a future date, with arrangements for a home visit. This is because we are required to carry out a house visit prior to offering an applicant a property.
- If you do receive a letter please ensure that you contact the office to confirm that the date and time stated for the visit is suitable.  
**If you do not contact us we will not carry out the visit and no offer of accommodation will be made.**
- If you wish to discuss your application further you can phone or make an appointment to come into the office.

### **How likely am I to be offered a property?**

Whiteinch and Scotstoun is an area of high demand and unfortunately the Association has a higher proportion of applicants applying each year than properties becoming available to let. **This means that although you are on the list there is no guarantee that you will be offered a property and also because new applications are received every day your position on the list will change.**

In order to maximise your chances of being rehoused, when making decisions about which streets you would consider you may find it useful to refer to the following information which is contained in this pack.

- Details of the turnover of our houses in the previous year
- Details of our houses including the type of property, the size and the average weekly/ monthly rent.

Accordingly, if you make enquiry about your application staff will be in a position to advise you of your points total but will not, for the reasons explained above, be able to advise you of your position on the list.

### **Allocating a Property**

When we allocate a property we use a Quota system. The Association aims to make allocations to the following categories each year:

House Waiting List:	40% of lets
Transfers:	20% of lets
Homeless Referrals:	40% of lets

### **Medical Conditions**

- If you have a medical condition the symptoms of which may be relieved by re-housing you may be sent a Medical Self-Assessment form to be completed, please return the form as soon as possible.
- When returned your medical condition will be assessed an independent Occupational Therapist.
- You will then be advised in writing of the medical points that have been awarded and your new point's total, if applicable. Please note that assessments are carried out monthly, therefore it could be up to six to eight weeks before you hear the outcome of the assessment.

## Do you have the Right to Appeal?

Yes, you have the right to appeal. If you are unhappy with the points you have been awarded or you are unhappy with any other aspect of the way your application has been handled the Association has a Complaints and Appeals procedure to ensure that matters are resolved as swiftly as possible; further details are available from our office.

## Housing List Review

The Association carries out a continuous review of its housing list. Therefore if you receive a letter asking if you wish to remain on our housing list **please ensure you reply**. If you do not reply we will remove your application from the housing list.

## Change of Circumstances

It is very important that you notify the Association immediately of any change in circumstances relative to your application (e.g. in relation to your family or housing circumstances). This may affect how your housing need is assessed, your points total and, in consequence, your chances of being offered accommodation. Please remember to use your unique reference number from your current application (this reference number can be found at the top right hand corner of any letters we have sent you), as this will ensure that your original date of application is kept.

## Equal Opportunities

The Association operates an Equal Opportunities Policy under which it is committed not to discriminate against any group or individual on the ground of gender, marital status, age, ethnic origin, nationality, colour, religion, sexual orientation, disability or health.

## Our Houses at 31st of March 2020

APT SIZE	Tenement	Houses	High Rise	4 in a Block	Other	No Units	Average Weekly Rent	Average Monthly Rent
1	19	0	0	0	0	19	£73.58	£318.85
2	550	8	40	35	7	640	£79.19	£343.15
3	355	6	80	9	3	453	£85.56	£370.76
4	140	27	0	0	3	170	£95.79	£415.10
5	6	2	0	0	4	12	£107.30	£464.95
6	0	2	0	0	0	2	£103.29	£447.61
	<b>1070</b>	<b>45</b>	<b>120</b>	<b>44</b>	<b>17</b>	<b>1296</b>	<b>£83.81</b>	<b>£363.17</b>

## Houses Let between 1/4/19- 31/3/20 by Street/Apartment Size/Letting Group

- Letting Groups
- HWL- House waiting list
- SEC5- Section 5 Homeless
- Other Ref- Other referrals
- Trans- Transferring WSHA tenants

### Whiteinch

		1apt	2apt	3apt	4apt	5apt	Lets per Street
Balshagray Cresc	HWL	0	0	0	0	0	
	SEC 5	0	0	0	0	0	
	Other Ref	0	0	0	0	0	
	Trans	0	0	0	0	0	
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	

		1apt	2apt	3apt	4apt	5apt	Lets per Street
Byron Street	HWL	0	0	0	0	0	
	SEC 5	0	0	0	0	0	
	Other Ref	0	0	0	0	0	
	Trans	0	0	0	0	0	
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	

		1apt	2apt	3apt	4apt	5apt	Lets per Street
Dumbarton Road	HWL	0	6	1	0	0	
	SEC 5	0	1	0	0	0	
	Other Ref	0	0	0	0	0	
	Trans	0	4	0	0	0	
	<b>Total</b>	<b>0</b>	<b>11</b>	<b>1</b>	<b>0</b>	<b>0</b>	

		1apt	2apt	3apt	4apt	5apt	Lets per Street
Edzell Street	HWL	0	0	0	0	0	
	SEC 5	0	0	0	0	0	
	Other Ref	0	0	0	0	0	
	Trans	0	0	0	0	0	
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	

		1apt	2apt	3apt	4apt	5apt	Lets per Street
Edzell Place	HWL	0	1	0	0	0	
	SEC 5	0	0	0	0	0	
	Other Ref	0	0	0	0	0	
	Trans	0	0	0	0	0	
	<b>Total</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	

		1apt	2apt	3apt	4apt	5apt	Lets per Street
Edzell Court	HWL	0	0	0	0	0	0
	SEC 5	0	0	0	0	0	
	Other	0	0	0	0	0	
	Ref						
	Trans	0	0	0	0	0	
	<b>Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	

		1apt	2apt	3apt	4apt	5apt	Lets per Street
Glendore Street	HWL	0	0	0	0	0	1
	SEC 5	0	0	1	0	0	
	Other	0	0	0	0	0	
	Ref						
	Trans	0	0	0	0	0	
	<b>Total</b>		<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	

		1apt	2apt	3apt	4apt	5apt	Lets per Street
Haldane Street	HWL	1	0	0	0	0	2
	SEC 5	0	0	1	0	0	
	HWL	1	0	0	0	0	
	Sect 5	0	0	0	0	0	
	Other	0	0	0	0	0	
	Ref						
	Trans	0	0	1	0	0	
<b>Total</b>		<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	

		1apt	2apt	3apt	4apt	5apt	Lets per Street
Haylynn Street	HWL	0	2	0	0	0	3
	SEC 5	0	1	0	0	0	
	Other	0	0	0	0	0	
	Ref						
	Trans	0	0	0	0	0	
	<b>Total</b>		<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	

		1apt	2apt	3apt	4apt	5apt	Lets per Street
Hamsworth Street	HWL	0	0	0	0	0	0
	SEC 5	0	0	0	0	0	
	Other	0	0	0	0	0	
	Ref						
	Trans	0	0	0	0	0	
	<b>Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	

		1apt	2apt	3apt	4apt	5apt	Lets per Street
Medwyn Street	HWL	0	4	2	0	0	11
	SEC 5	0	1	3	0	0	
	Other	0	0	0	0	0	
	Ref						
	Trans	0	0	0	1	0	
	<b>Total</b>		<b>0</b>	<b>5</b>	<b>5</b>	<b>1</b>	

		1apt	2apt	3apt	4apt	5apt	Lets per Street
Northinch Court	HWL	0	0	0	0	0	2
	SEC 5	0	2	0	0	0	
	Other	0	0	0	0	0	
	Ref						
	Trans	0	0	0	0	0	
	<b>Total</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	

		1apt	2apt	3apt	4apt	5apt	Lets per Street
Northinch Street	HWL	0	1	3	0	0	8
	SEC 5	0	0	0	0	0	
	Other	0	0	0	0	0	
	Ref						
	Trans	0	2	1	1	0	
	<b>Total</b>	<b>0</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>0</b>	

		1apt	2apt	3apt	4apt	5apt	Lets per Street
Victoria Park South	HWL	0	0	0	0	0	0
	SEC 5	0	0	0	0	0	
	Other	0	0	0	0	0	
	Ref						
	Trans	0	0	0	0	0	
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	

		1apt	2apt	3apt	4apt	5apt	Lets per Street
Curle Street	HWL	0	1	0	0	0	3
	SEC 5	0	0	0	0	0	
	Other	0	0	0	0	0	
	Ref						
	Trans	0	1	1	0	0	
	<b>Total</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	

		1apt	2apt	3apt	4apt	5apt	Lets per Street
64 Curle Street	HWL	0	7	6	0	0	14
	SEC 5	0	0	1	0	0	
	Other	0	0	0	0	0	
	Ref						
	Trans	0	0	0	0	0	
	<b>Total</b>	<b>0</b>	<b>7</b>	<b>7</b>	<b>0</b>	<b>0</b>	

		1apt	2apt	3apt	4apt	5apt	Lets per Street
Ferryden Court	HWL	0	0	0	1	0	2
	SEC 5	0	0	0	0	0	
	Other	0	0	0	0	0	
	Ref						
	Trans	0	0	0	1	0	
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	

Total in Whiteinch

59



	1apt	2apt	0	4apt	5apt	Lets per Street
<b>Palladium Place</b>	HWL	0	0	0	0	0
	SEC 5	0	0	0	0	0
	Other	0	0	0	0	0
	Ref					
	Trans	0	0	0	0	0
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

	1apt	2apt	3apt	4apt	5apt	Lets per Street
<b>Primrose Street</b>	HWL	0	3	1	0	0
	SEC 5	0	0	0	0	0
	Other	0	1	1	0	0
	Ref					
	Trans	0	0	0	0	0
	<b>Total</b>	<b>0</b>	<b>4</b>	<b>2</b>	<b>0</b>	<b>0</b>

	1apt	2apt	3apt	4apt	5apt	Lets per Street
<b>Primrose Court (Sheltered Housing)</b>	HWL	0	2	0	0	0
	SEC 5	0	0	0	0	0
	Other	0	0	0	0	0
	Ref					
	Trans	0	0	0	0	0
	<b>Total</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>

	1apt	2apt	3apt	4apt	5apt	Lets per Street
<b>Scotstoun Street</b>	HWL	0	3	1	1	0
	SEC 5	0	2	1	0	0
	Other	0	0	0	0	0
	Ref					
	Trans	0	2	0	0	0
	<b>Total</b>	<b>0</b>	<b>7</b>	<b>2</b>	<b>1</b>	<b>0</b>

**Total in Scotstoun**

**66**

	<u>1apts</u>	<u>2apts</u>	<u>3apts</u>	<u>4apts</u>	<u>5apts</u>
<b>Total</b>	2	74	41	8	0

**Total Numbers of Properties Let in Both Areas**

**125**



<b>HOUSING ASSOCIATIONS:</b>		
<b>NAME</b>	<b>TELEPHONE NUMBER</b>	<b>AREAS COVERED</b>
Partick Housing Association 10 Mansefield Street Partick G11 5QP	0141 357 3773	Partick, Hyndland
Yoker Housing Association 2310 Dumbarton Road Yoker G14 0JS	0141 950 9050	Yoker
Sanctuary Scotland Housing Association Sanctuary House 7 Freeland Drive Glasgow G53 6PG	0800 131 3348	Whiteinch, Anderson and Priesthill
Yorkhill Housing Association 1271 Argyle Street Glasgow G3 8TH	0141 285 7910	Yorkhill
Charing X Housing Association 31 Ashley Street Glasgow G3 6DR	0141 333 0404	Charing Cross, Woodlands, Garnethill
Glasgow West Housing Association 5 Royal Crescent Glasgow G3 7SL	0141 331 6650	Hillhead, Kelvinbridge, Finnieston
Queens Cross Housing Association 45 Firhill Road GLASGOW G20 7BE	0141 945 3003 0808 143 2002	Maryhill
Glasgow Housing Association - GHA (formerly Glasgow City Council Housing)		
Glasgow Housing Assocation 40 Kingsway Court Glasgow G14 9SU	0800 479 7979	Throughout Glasgow
<b>RETIREMENT OR SPECIALLY ADAPTED ACCOMMODATION PROVIDERS:</b>		
Bield Housing Association Craighall Business Park 7 Eagle Street Glasgow G4 9XA  Tel Number: 0141 270 7200	Hanover Housing Association Watermark Business Park Pavillion 5, Ground Floor 345 Govan Road Glasgow G51 2SE  Tel Number: 0141 553 6300	Margaret Blackwood Housing Association 1 Belses Gardens Glasgow G52 2DY  Tel Number: 0141 883 4477
Trust Housing Association Pavillion 5, 1st Floor 345 Govan Road Glasgow G51 2SE  Tel Number: 0141 445 3581 0131 444 1200	Lorretto Housing Lipton House 2 <sup>nd</sup> Floor 170 Crown Street Glasgow G5 9XD  Tel Number 0141 420 7950 0800 952 9292	
<b>PLEASE NOTE THAT A FULL LIST OF HOUSING ASSOCIATIONS ON THE INTERNET OR IN YOUR LOCAL TELEPHONE.</b>		

**HOMELESS ADVICE:**

Please note that should you become homeless and require **immediate assistance** you should approach the following:

**People living in the West of Glasgow should contact between 9am and 4.45pm:**

North West Casework Team, 30 Mansion St, Glasgow G22 5SZ Telephone Number: 0141 276 6168  
(If you live in the Eastend or Southside contact your local Community Casework Team)

If you require emergency accommodation between 4.45pm – 11pm then single male/females should attend:  
Glasgow City Mission – 20 Crimea Street, G2 8PW

Families with children needing emergency accommodation after 4.45pm should call 0800 838502 (Freephone)

After 11pm and weekends then everyone needing emergency accommodation should contact 0800 838502 (Freephone)

**You may find the following agencies will be able to provide useful information/advice:**

<b>Quarriers Stopover</b> 200 Pollockshaws Road Glasgow G41 1QB	Short term hostel for 16-25 year olds. Emergency admissions.  Tel Number: 0141 420 3121
<b>Glasgow Women's Aid</b> 30 Bell Street Glasgow G1 1LG	Women fleeing domestic abuse, providing support, refuge and information.  Tel Number: 0141 553 2022
<b>Hemat Gryffe Women's Aid</b> 24 Willowbank Street, 0/1 Charing Cross Glasgow G3 6LZ	Primarily for ethnic minority women fleeing abuse, however, open to ALL women.  Tel Number: 0141 353 0859
<b>Talbot Association</b> Kingston Halls 344 Paisley Road Glasgow G5 8RE	Emergency and long-term accommodation for men.  Tel Number: 0141 418 0955

## HOUSING ADVICE AGENCIES

Independent housing information and advice may be obtained from the following:

**SHELTER - Freephone 0808 800 4444**

Web: <http://scotland.shelter.org.uk>

You can get free access to a computer or telephone at the Shelter office during the drop in times below in order to resolve a housing, money or debt issue.

116 Osborne Street, Glasgow, G1 5QH

Drop in Times: Mon, Wed and Fri 10am – 3pm

**CITIZENS ADVICE BUREAU –** Advisable to telephone first - leave a message and someone will call you back

### Drumchapel

195C Drumry Road East

Glasgow, G15 8NS

Tel: 0141 944 2612

Drop in: Mon and Thurs 10am-3pm

Appointments: Tues, Wed and Fri 9am-5pm

Wed 5pm–7pm, Sat 9.30am–11.30am (twice a month only)

### Glasgow Central

201 North Street

Glasgow, G3 7DN

Tel: 0141 552 5556

Drop in: Mon to Fri 9.30am–4.30pm

### Glasgow North West

2<sup>nd</sup> floor, 1455 Maryhill Road

Glasgow, G20 9AA

Tel: 0141 948 0204

Drop in: Tues, Wed and Thurs 9am-4pm

Appointment: Mon and Fri 9am-4pm

## POSITIVE ACTION IN HOUSING

Positive Action in Housing's housing advice service provides free, independent, multilingual and culturally sensitive outreach housing information and advice in Glasgow, and elsewhere according to demand, to enable minority ethnic and refugee communities to access safe, affordable housing.

**Address:** 98 West George Street, Glasgow, G2 1PJ

**Telephone:** 0141 353 2220

## ALLOCATIONS POLICY SUMMARY OF POINTS

<b>Special Needs Groups and Referral</b>	<b>100 points</b>
<b>Overcrowding (maximum of 30 points awarded)</b>	
1 bed-space short	<b>5 points</b>
Each bedroom short	<b>10 points</b>
<b>Lacking Amenities</b>	
Inside toilet	<b>40 points</b>
Separate Kitchen Area	<b>30 points</b>
Bath/Shower	<b>20 points</b>
Lack of piped hot water	<b>10 points</b>
Separate Bedroom/Livingroom	<b>15 points</b>
<b>WSHA Tenants in bedsit flat (after 1 year qualify for)</b>	<b>20 points</b>
<b>Sharing Amenities</b>	<b>10 points</b>
<b>Insecurity of Tenure</b>	<b>20 points</b>
<b>Hostels/ hotels/ prisons/ institutions/supported accommodation/ temporary accommodation)</b>	<b>40 points</b>
<b>Tied workers (no date of leaving)</b>	<b>20 points</b>
<b>Tied workers (with proof of date of leaving)</b>	<b>40 points</b>
<b>No fixed abode</b>	<b>40 points</b>

**Medical**

**A**

**50 points**

**B**

**35 points**

**C**

**20 points**

**Second Family Member**

**A**

**15 points**

**B**

**10 points**

**C**

**5 points**

**Social Points for example:**

**Support to/from Relative**

**5 or 20 points**

**Travel to Work**

**20 points**

**Severe Targeted Harassment**

**60 points**

# Map of WSHA Area

