

REPORT ON THE CONSULTATION AND REVIEW OF THENUE HOUSING ASSOCIATION'S ALLOCATION POLICY 2019

1. INTRODUCTION

1.1 The Housing (Scotland) Act 2014 requires social landlords to consult with the following stakeholders when they review their Allocation Policy:

- Applicants on their housing list
- Their tenants
- Registered Tenant Organisations, and
- Such other persons as landlords see fit.

1.2 The Act also requires landlords to prepare and publish a report on the outcome of the consultation and review of the Allocation Policy.

1.3 This report outlines the consultation and review process Thenue undertook to review our Allocation Policy during 2019.

2. BACKGROUND

2.1 Thenue reviews its Allocation Policy every 3 years. In some years this review will not make any major changes to the rules of how we prioritise applicants and allocate available property. Our aim for this review however, was to undertake a more thorough review taking into account the changes affecting allocations in the Housing (Scotland) Act 2014.

2.2 The main changes in the Housing (Scotland) Act 2014 are noted below:

1. Requirement for landlords to consult with applicants, tenants, Registered Tenant Organisations and other relevant persons when they are changing their rules on allocation.
2. Requirement for Landlords to publish a report on the consultation and review of the Policy prior to changing the rules of allocation.
3. New "Reasonable Preference Groups". Landlords must give reasonable preference within their allocation policy to these groups. There are now 3 rather than 5. They are:
 - Homeless or threatened with homelessness
 - Unsatisfactory housing conditions
 - Under-occupying existing tenants

and in the first 2 categories (a and b), the applicant must have “unmet housing needs”. This means that if their housing needs can be reasonably met within their current home (e.g. by an adaptation to their home), then we do not need to consider them for rehousing.

4. Taking in to account home ownership. Previously this was not allowed. RSLs can now decide whether they wish to take home ownership in to account. For example they could decide not to give the same level of priority to home owners. They must however disregard home ownership in certain circumstances such as where continued occupation would lead to abuse.
5. Suspending Applicants. RSLs have always been able to suspend applicants on our housing lists for particular reasons such as (outstanding debt with no repayment arrangement). However the Act now allows RSLs to suspend applicants from being placed on a waiting list in the first instance for a variety of reasons (e.g. example anti-social behaviour etc.).

3. CONSULTATION AND REVIEW PROCESS

3.1 Thenue agreed at the outset that our Tenant Scrutiny Panel (REST) would be involved throughout the review and consultation process.

3.2 Policy Review Timetable

Thenue and REST agreed the following Review timetable:

Event/Activity	Date	Detail
1st Meeting with REST group	20/2/19	To discuss their involvement in review.
2nd Meeting with REST group	20/3/19	To discuss and agree possible questions for consultation event.
Agree date of Community Conference	March 19	Discuss with Charlie and Ruth to agree date and book venue.
Training Event with Area Services & Housing Support Teams	2/4/19	To provide briefing on changes in Housing (Scotland) Act 2014 and seek views on possible changes to Allocation Policy.
1st Policy Review Project Team meeting	April 19	Staff to consider options for consultation process including Format of Community Conference
3rd Meeting with REST	17/4/19	Finalise consultation process and Community Conference questions for workshop.
Hold Community Conference	15/5/19	Joint Allocations Policy Review and Community Regen Strategy Review
Develop and issue	June 19	Agree how we will gather views of applicants

Event/Activity	Date	Detail
waiting list survey		
4th Meeting with REST	26/6/19	REST produced their report with recommendations.
Produce and Publish Consultation Report	Aug 19	<ul style="list-style-type: none"> To be issued in advance of Board approval of changes to Policy. Agree where/how we will publish report
Area Association consultation	Aug 19	Issue Consultation Report Attend AA meetings or arrange a Joint AA meeting if necessary
Report To Board	Sept 19	Seek Board approval for changes to Allocation Policy
Inform tenants and applicants of final outcome.	Sept 19	Revised Policy available on Website and issued to Area Associations for further comment (if further changes required Draft Policy will go back to Thenue Board in October).
Update Allocations Procedures	Sept 19	Change procedures to reflect new policy.
Arrange Training for staff on changes to policy & procedures	Sept 19	
Go Live	Oct 19	Note: Go Live date will change to November if further changes required after final consultation.

3.3 KEY AREAS OF REVIEW

Thenue and REST agreed that there were a number of key questions we would want to ask tenants and applicants as part of the review which arose from the following sources:

- Defining how to apply specific Allocation rules relating to changes introduced in the Housing (Scotland) Act 2014.
- Specific issues raised by the REST group as a result of community concerns and questions about the way the current Allocation Policy and process worked.
- Issues raised from complaints and concerns raised by applicants about our Policy and application process.
- Issues raised by staff about the process of assessing applications and allocating homes.

3.4 STAKEHOLDERS INVOLVED IN REVIEW AND CONSULTATION

The following stakeholders were consulted with as part of this Review:

- Thenue's Tenant Scrutiny Panel (supported by Tenant Information Service)
- Thenue tenants

- Applicants on Thenue's Housing List
- Thenue's Area Associations & Other Resident Groups
- Thenue Area Services & Housing Support Staff Teams
- Participants at Thenue's Community Conference on 15th May 2019
- External Stakeholder Organisations

3.5 METHODS OF CONSULTATION

The following methods of consultation were used:

	Method of Consultation	No of participants
1.	4 meetings with Thenue's Tenant Scrutiny Panel (REST)	6
2.	A Community Conference event on 15 th May 2019	22
3.	A questionnaire (with questions approved by REST) for tenants, applicants and other stakeholders to complete) with prominent link on our website, an invitation and link to complete for new online applicants for housing and push notification messages to tenant users of our Tenant App.	181
4.	Emails to stakeholders asking them to complete our questionnaire (with a copy of our existing Allocation Policy)	2
5.	A staff Training event on the Changes introduced by the Housing (Scotland) Act 2014 and feedback on their views on specific questions on draft Allocation Policy review questionnaire.	21
	TOTAL PARTICIPANTS	232

4. OUTCOMES OF CONSULTATION

4.1 Tenant Scrutiny Panel (Rest Group)

REST provided the following responses and suggestions to the Allocation Policy Review questions:

- Keep tenants informed of their place on the overall housing list and within their priority group;
- Provide a regular updated list of all houses available on Thenue's website and Thenue APP in all the different areas;
- Provide easy to use information to support tenants to understand the allocations system;

- Community Conference provides a useful platform to bring tenants and Thenue together to share problems & solutions.
- No priority should be given to owner-occupiers where they are overcrowded or under-occupying their home and it would affect Thenue's general waiting list.
- Same sex limit for sharing rooms should be lowered from current age of 8. Opposite sex limit is fair
- Only award priority for under-occupancy to Thenue tenants.
- Give applicants their position within their Priority Group and their position overall on the housing list.
- Continue to aim for around 60% of new build lets being made to existing Thenue tenants.
- Additional circumstances we should take in to account are: Young people who are working; Loyalty; To meet aspirations.
- Keep existing working household letting category.
- Things Thenue can do to explain in a more straightforward way how we allocate our homes: Thenue to provide a list of all properties available on website and via Tenant App; Explaining the definitions of priorities and what each priority means; Holding regular community group meetings; Communicate verbally with tenants with literacy problems.

4.2 FEEDBACK FROM STAFF TRAINING EVENT

Staff were given an opportunity at this event to give their views on what aspects of our Allocation Policy and our management of our Housing List that could be improved to:

- Give greater clarity to Applicants on their priority and prospects for rehousing
- Ensure that the way we let our homes was as efficient and fair as possible

This event was extremely useful in terms of understanding some of the key issues in respect of these issues and for drafting questions for our Allocation Policy Review questionnaire.

4.3 COMMUNITY CONFERENCE

4.3.1 A Community Conference event was held on 15th May 2019 at Calton Heritage & Learning Centre. All Thenue tenants and residents were invited to this event which was promoted on our website, our newsletter and through our Tenant App.

4.3.2 The afternoon of this event was set aside to look at the Review of Thenue's Allocation Policy. Thenue's Head of Housing gave a presentation to participants on:

- Changes in the Housing (Scotland) act 2014 which affected how social landlords allocate their homes and manage their waiting list.
- Who Thenue let homes to – see summary in table below.

- | |
|---|
| <ul style="list-style-type: none"> • 2,283 People on Thenue's Housing List |
|---|

- 1400 New applications each year with over 1200 people coming off the list each year
- 284 Lets in 2018/19
- This means only 12% of applicants in any given year get an offer of rehousing from Thenue.

- Lets v Demand – who are Thenue letting to – See table below. Are Thenue allocating our properties fairly and according to greatest need?

Lets by Type 2018/19

Housing List	All Lets	Relets	New Build
Transfers	29%	20%	61%
Homeless	23%	31%	9%
General Waiting List	47%	47%	30%
Other Referrals	1%	2%	0%

Housing List & Lets By Priority Group

Priority Group	As a % of All Applicants	Lets as a % of all Lets
Urgent Priority	0.2%	15%
Homeless Priority	0.7%	27%
High Priority	10%	5%
Medium Priority	57%	50%
Standard Priority	31%	4%
Totals	100%	100%

Lets v Demand 2018/19



- Click to add text

Age Breakdown

	16-18	19-25	26-40	41-59	60-69	70+	Not Specified	Total
Lets	0.7%	12%	41%	32%	8%	6%	0.3%	100% (284)
Demand	1.14%	11.98%	43.65%	30.43%	8.06%	4.52%	0.44%	100%

Gender Breakdown

		Female		Male		Trans-Gender	
		No	% of Total	No	% of Total	No	% of Total
Total	Lets	185	65.14%	99	34.86%	0	0.00%
	Demand	1542	67.48%	736	32.21%	7	0.31%

Relets by Area 2018/19

Area Office	Relets	Lets as a % of Thenue Stock numbers in area
Baillieston	0	0%
Blackhill	8	7%
Bridgeton	93	9%
Calton	69	10%
Central Castlemilk	3	10%
Cranhill	7	3%
Dalmarnock	11	3%
Netherholm	38	12%
Saltmarket	7	13%
Scotstoun	2	14%
Total for Thenue	238	8%

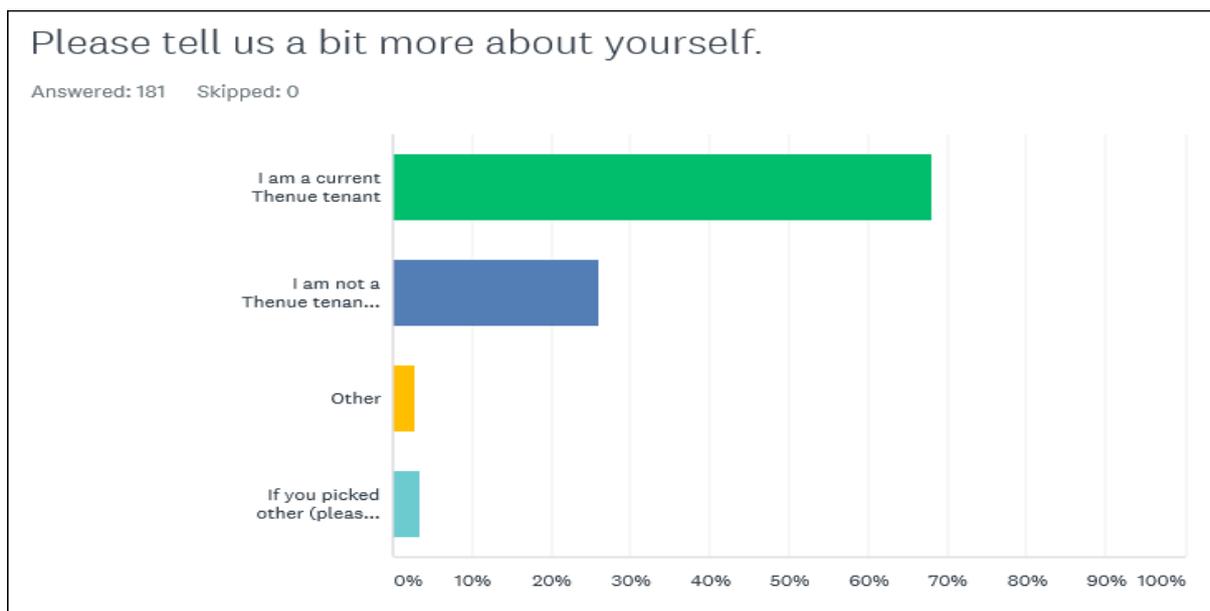
4.3.3 The Conference Participants were asked to complete the following tasks in their groups:

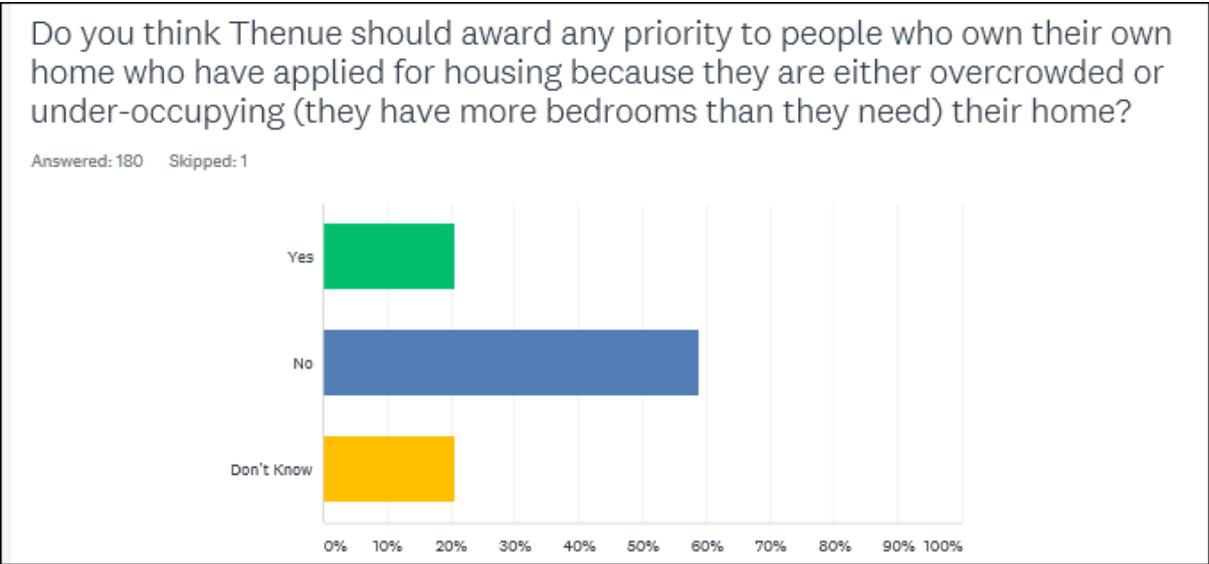
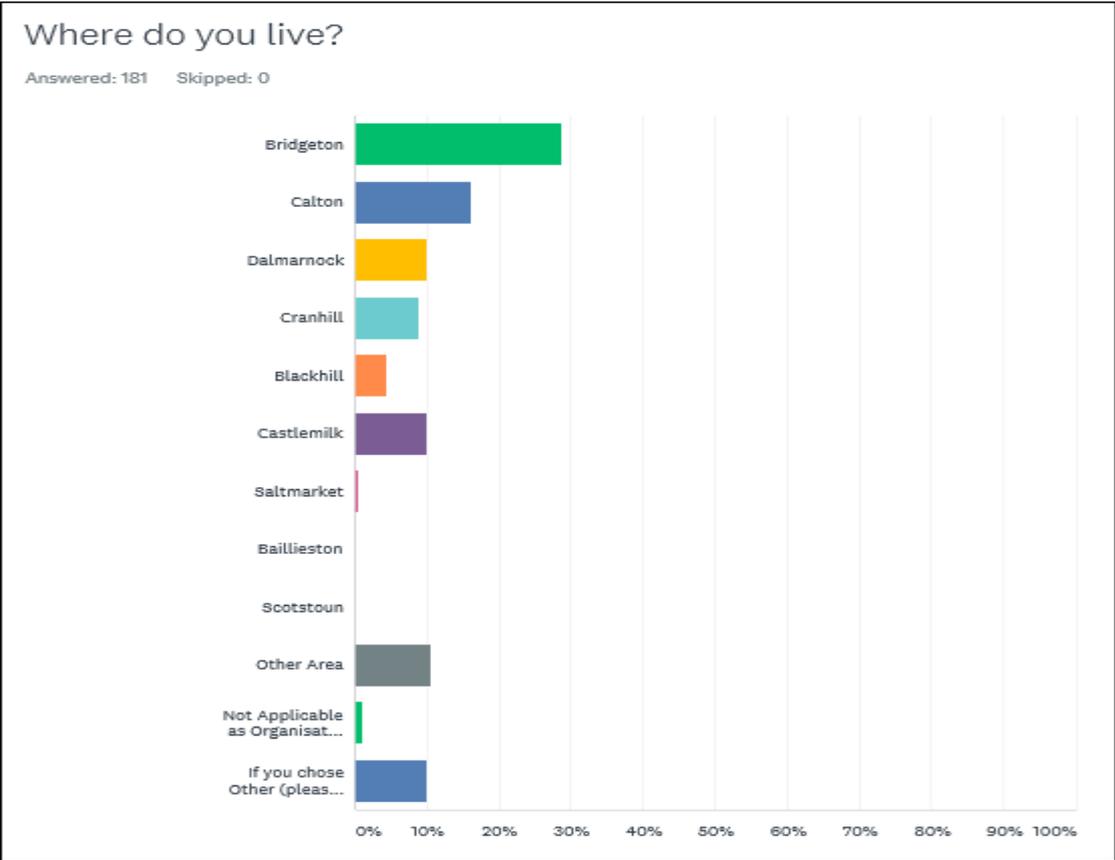
- Task 1. Conference attendees will be asked to tell us on a Post-it Note, what their top 2 things are that need to change in the way we allocate homes or manage our waiting list.
- Task 2. Workshop will ask a series of questions (that our Tenant Scrutiny Panel have helped us draft) to gather your views on how our Allocation Policy might change.
- In your Table group, answer each question in the Allocation Policy questionnaire. Thenue member of staff will collate answers.

4.3.4 Appendix 3 provides details of the questions asked at the Community Conference and participants responses. These responses will be taken in to account when the revised Allocation Policy is drafted.

4.4 QUESTIONNAIRE RESULTS

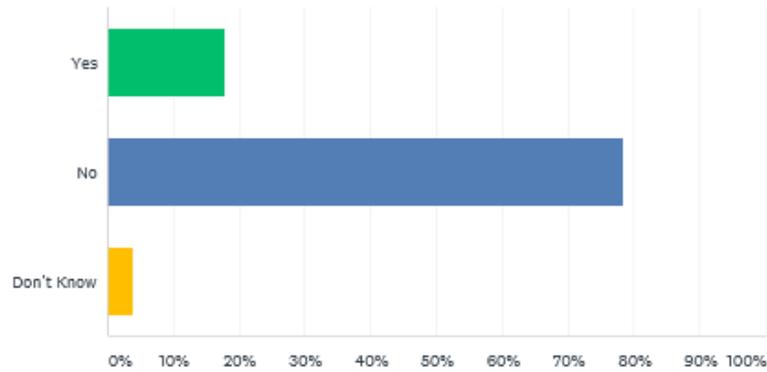
4.4.1 The tables and Graphs below summarise the 181 responses to our Survey Questionnaire (which was promoted in our newsletter, at residents groups meetings, through our Tenant App and on our website):





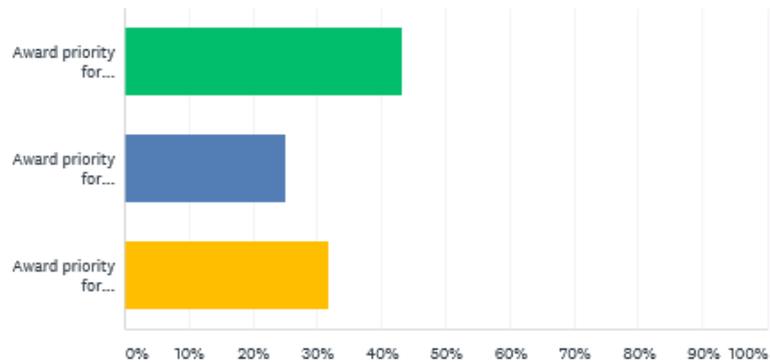
Do you think our rules for when children need a separate room are set too low at 13 for same sex and 8 for different sex?

Answered: 181 Skipped: 0



What applicants for rehousing should get priority for under-occupying their home?

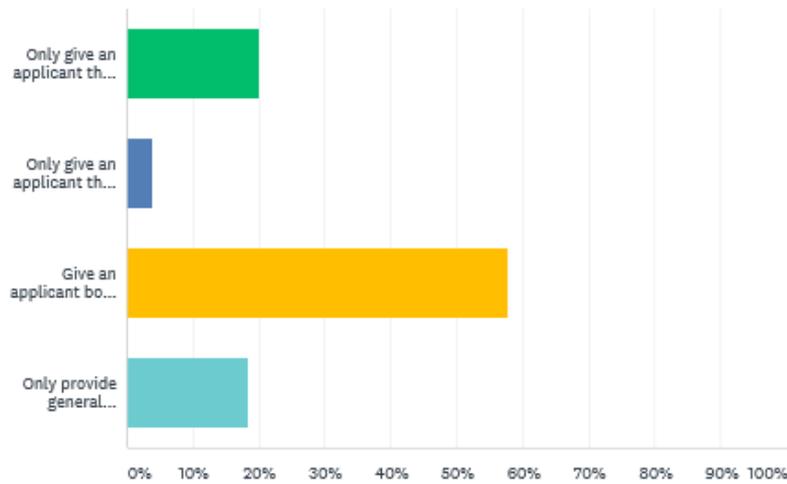
Answered: 179 Skipped: 2



ANSWER CHOICES	RESPONSES
▼ Award priority for under-occupying only to tenants of Thenue Housing Association	43.02% 77
▼ Award priority for under-occupying to all social housing landlords	25.14% 45
▼ Award priority for under-occupying to all tenants of any landlord (including private sector)	31.84% 57
TOTAL	179

What is the best way to give information to applicants on their position on our housing list?

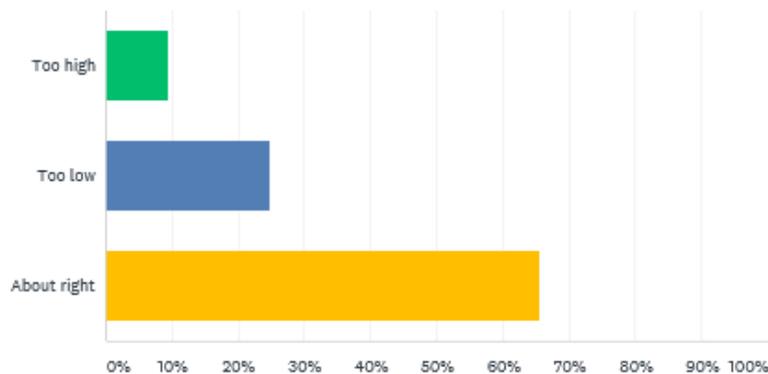
Answered: 180 Skipped: 1



ANSWER CHOICES	RESPONSES
Only give an applicant their overall position on the housing list	20.00% 36
Only give an applicant their position within their Priority Group (e.g. 7th in Medium Priority)	3.89% 7
Give an applicant both their overall position and their position within their Priority Group (e.g. 30th overall but 7th within their Priority Group)	57.78% 104
Only provide general rehousing prospects info, for example, how long on average each applicant waits for an offer (as position on the list can sometimes increase)?	18.33% 33
TOTAL	180

Thenue let around 60% of our new build homes to existing Thenue tenants who have a rehousing need (we then relet the home they have moved from). Do you think this figure is too high or too low or about right?

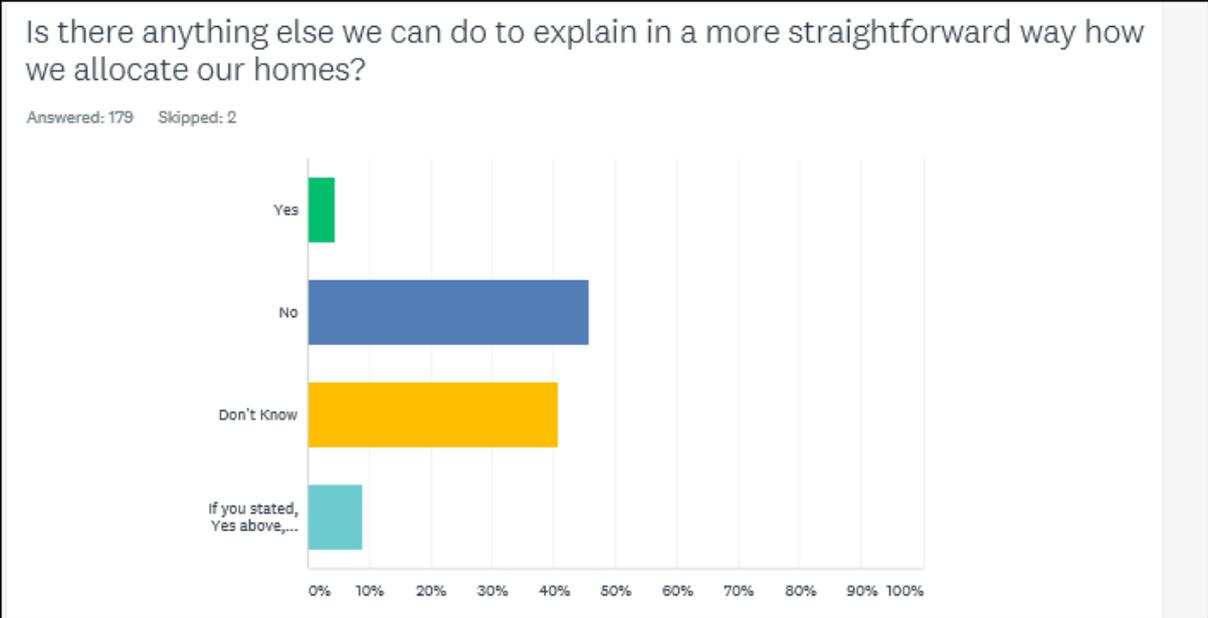
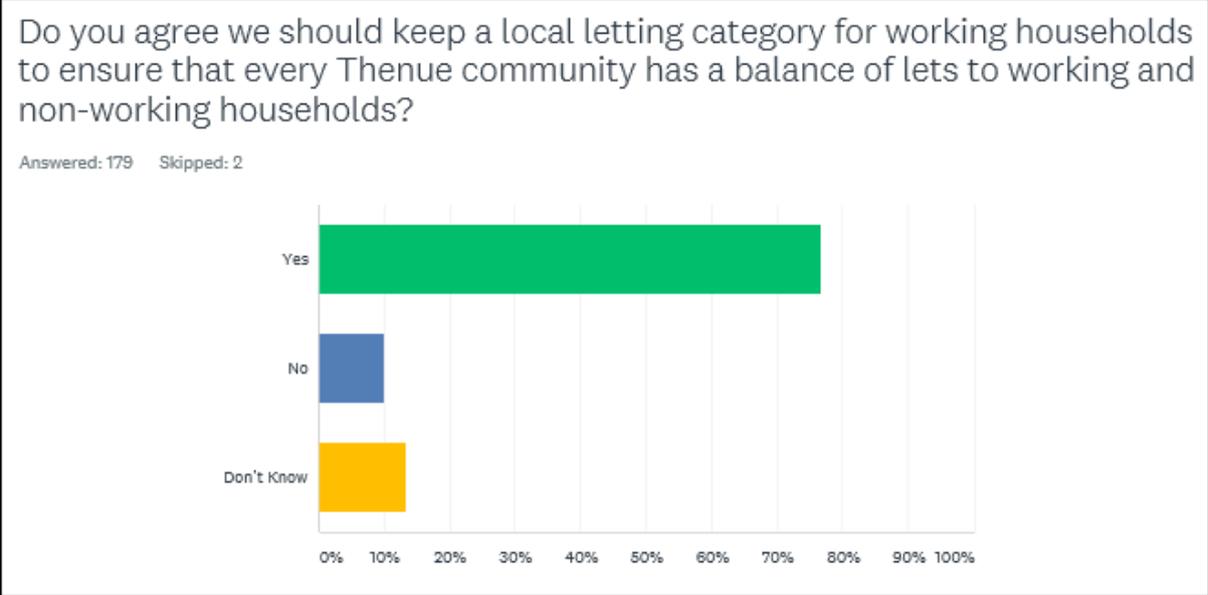
Answered: 180 Skipped: 1



Do you think there are other housing need circumstances that we do not take in to account in our current Allocation Policy that we should?

Answered: 128 Skipped: 53

See Appendix 1 for individual responses.



See Appendix 2 for individual responses

4.4.2 We have concluded the following from the results of the questionnaire:

Survey Question	Summary of survey responses
(a) Please tell us a bit more about yourself	68% of respondents were Thenue tenants, 26% were not Thenue tenants but had an application for rehousing with Thenue, 6% were other respondents.
(b) Where do you live?	We had a reasonable mix of respondents from across Thenue's communities with only two areas with less than 20 homes not represented. 10% were from outwith Thenue areas and we had two responses from organisations rather than individuals.
(c) Do you think Thenue should award any priority to people who own their own home who have applied for housing because they are either overcrowded or under-occupying (they have more bedrooms than they need) their home?	59% of respondents felt we should not award any priority to owner-occupiers where they are overcrowded or under occupied. Only 26% of non Thenue tenants felt that owners should be given priority.
(d) Do you think our rules for when children need a separate room are set too low at 13 for same sex and 8 for different sex?	78% felt that we had set the ages at the right level.
(e) What applicants for rehousing should get priority for under-occupying their home?	There was no majority view in response to this question with the most popular response being 43% were of the view that only Thenue tenants should be given priority if they are under-occupying. This figure dropped to 19% for respondents who were not a Thenue tenant. 48% of these respondents felt that all tenants (incl private sector) should get priority.
(f) What is the best way to give information to applicants on their position on our housing list?	58% were of the view that we should give applicants both their position with their Priority Group and their Overall Position on the Housing List.
(g) Thenue let around 60% of our new build homes to existing Thenue tenants who have a rehousing need (we then relet the home they have moved from). Do you think this figure is too high or too low or about right?	66% of respondents felt that this figure was about right.

Survey Question	Summary of survey responses
(h) Do you think there are other housing need circumstances that we do not take in to account in our current Allocation Policy that we should?	<p>73% of respondents did not think there were other circumstances we should take in to account.</p> <p>Of those that did respond they could be summarised as follows:</p> <ul style="list-style-type: none"> Current affordability of rent ASB/Neighbour problems Overcrowding Condition of house Wider range of health conditions Mental Health Medical Circumstances Local residency family support Families with young children living in flats Additional bedroom for carers ASB/Neighbour problems Priority for carers Vetting tenants Disabled housing Good tenancy record Family members being unable to access your property. length of time waiting Access to children
(i) Do you agree we should keep a local letting category for working households to ensure that every Thenue community has a balance of lets to working and non-working households?	77% of respondents feel we should keep a “working households” letting category.
(j) Is there anything else we can do to explain in a more straightforward way how we allocate our homes?	16 respondents replied yes to this question. See appendix 2 for responses.

4.5 RESPONSE FROM OTHER STAKEHOLDERS

We invited responses to our Allocation Policy Review from the following organisations:

Organisation	Response
Glasgow City Council	No response
Glasgow Women's Aid	No response
Scottish Veterans Housing Association	No response
Positive Action in Housing	Survey response received
Scottish Refugee Council	Survey response received
Tenant Information Service	Supported Tenant Scrutiny Panel with advice throughout the Consultation process and attended Thenue Community Conference

5. NEXT STEPS

5.1 This report is being made available on our website and at our offices and presented to all our residents groups and Tenant Scrutiny Panel.

5.2 Thenue staff will draft a revised version of the Allocation Policy based on the conclusions from the Consultation:

- Feedback from our Tenant Scrutiny Panel (see section 4.1 above)
- Responses from participants at our Community Conference (see section 4.3 above and Appendix 3).
- Responses to our Questionnaire (See section 4.4 above and Appendices 1 and 2)

5.3 Our Board will receive a copy of this Consultation Report and will then be asked to approve a revised Allocation Policy at their September 2019 meeting. This will then be circulated for further comment before the Policy becomes live.

Brian Gannon, Head of Housing

APPENDIX 1:**Individual response to Q8, "Do you think there are other housing need circumstances that we do not take in to account in our current Allocation Policy that we should?"**

- Medical, my son has severe asthma and i haven't been told because he's not house bound it won't be taking into consideration
- House maintenance is woeful with thenue. Been in this house 12 years. External frames have not seen a lick of paint and back garden wall has been disintegrating since day one. Request for repairs have been ignored!!
- Yes, I applied for rehousing two years ago, got offer of house and been told its by mistake
- people who have lived in this area all their lives whom are the same priority as someone from a different area should be put in front
- Yes, I think that there should be a priority for a transfer due to living in a flat with stairs and having young children which makes it harder to get in and out of the property
- Update bathrooms on Dalmarnock rd
- Tenants who live within the current area should have priority.
- If have to move you due to illness
- Working households that's been working over a year
- Medical points need to be addressed better
- Young professionals who may have no chance of buying a property
- Yes someone who only gets their child at weekends and already has no house has lived in area all their life should be looked at with serious consideration for housing
- Yes affordability
- Current situation within flat already in, problems with neighbours, area
- Scope for deviation as need is proven
- overcrowding
- i have been a tennet with yous for 30years i had to move out my home to stay with family as i separted from my husband i have got bad health i have been on your waiting list for 4 years my health has got worse and i still cant get a house i think it is a disgrace as i share a bedroom with my sisterinlaw in a one bedroom flat my depression has got worse so i dont think yous help me as i am homeless
- Mental Health
- yes
- mental health & family support
- I would currently like out of this end of bridgeton I am in due to the new houses being let to people who seem to have brought alot of noise and/or trouble late at night in the area. My son is frequently woken at night due to the noise and also due to the people that had been brought to these houses cannot get out to play, i would really like to have a house with a garden for him but have been told by many housings not liking the area is not a good enough reason to offer me anything due to me being in a secure home and also having the rooms i need
- Yes
- Working households
- Medical
- Unsuitable properties etc. In a high up flat when need ground floor etc.

- Condition of house currently in I.e mould and health wether housebound or not!
- Wider range of health conditions should be considered
- When current home affects health mentally.
- No age restriction on different gender
- Example... stabbing in my close but housing advised we are not eligible for a move as wasnt us directly. Children are terrified and wont go out to play and this happened 18months ago. 5 year old wets the bed when he hears loud noises in close during the night.
- Pea ole with illness that need there family support
- Yes
- Additional bedroom for carers who dont recieve carers allowance Nd have to pay out of their own money to come to the tenants house to care for them. This then sometimes results in overnight stays due to the time at which evening care is providex
- Yes people who are getting bullied by other tenants don't get any support from. The housing as well as families with children
- Rents are to high
- I'm in a situation where I'm the sole carer for my 83yr old mother who has lung cancer and other complex needs. I also care for my sick brother. They can't be left on their own so I have to sleep on their sofa due to lack of space but I'm not a priority to get a house close by. There are others in my situation. Carers should be a priority.
- i think thenue should fully vet the person before offering them a property and instead of just giving them houses and then they cause problems .
- more 2 bed bungalows for the disable people
- Yeah definitely. My husband and I have vulnerable children staying with us and we are totally disappointed in the houses that we have been considered for.
- I think there a percentage of your voids should be let to hard working people who would like to move for what ever reason
- Some medical conditions
- Do you have disabled people in the venue homes and do they have proper access for wheel chairs etc !
- Previous applicants housing history, how well they maintained their previous housing and priory given to acceptant such with a excellent rent paying history.
- The situation of the tenant as you look at the need physically but not what the person is mentally going through in their current home
- Housing deposits need to be made immediately. This should be made aware during the initial process to allow people to make budgets
- Yes. Mental health issues caused by tenets current house
- When a tenant is a carer for family member who doesn't live with them. My example is my mum can't visit me now because the stairs are too much. I cook for her daily and now she can't come to my flat for meals.
- Yes some people are suffering in their homes that are out with they're control.
- I think each allocation should be looked at in detail on their merits length of time waiting circumstances are their children to think about
- Disabled housing. I'm disabled. My friend upstairs is also disabled. She struggles up the steps
- Fathers who are waiting on rehousing due to lack of bedrooms for overnight access to their children, but currently have no priority because they do not receive the benefits for the children.

Appendix 2 – Individual responses to Q, “Is there anything else we can do to explain in a more straightforward way how we allocate our homes?”

- Don't make mistakes in offers, and let people know an update for their application, its been two years no update for me
- I believe that applicants should be kept updated and informed of they should move up or down the priority list and how long it would be before a property is available for them
- Plain speak and different ways of getting the explanations out to tenants in whatever form they would choose
- Offer housing to people from all backgrounds
- help the homeless more as i know how it feels as i do not get anywhere with yous not even had an offer of a house in four years been homeless
- easy to read
- Allow tenants to put own reference number in online & see queue position & estimated waiting time for new tenancy.
- Possibly set up online alerts or txt msgs for updates on applications?
- If you are offering a working family a house the rents should be explained cause extremely high
- It would be helpful to send information about position on housing list on a regular basis. This could be done via email every couple of months or so.
- thenue should start a bidding system and advertise the empty properties online so u can see what is for rent and saves time aswell
- keep the person up to date with everything thats going on tell them how long they need to wait for a move
- Yes I would like to know who decides who gets allocated new houses and he gets the old builds.
- A newsletter explaining priority categories and new build policies.
- Housing allocations I can imagine is a mine field, yes there are basic rules and guidance but for every rule there must always be exceptions!,
- People become frustrated when they are homeless so keeping them up to date about their situation and where and when they might expect an offer would help

**APPENDIX 3: Allocation Policy Review Responses to Questions from participants at
Thenue's Community Conference on 15th May 2019**

Feedback on the question what needs to change? (in how we allocate homes, manage our waiting list or give information to applicants)

- Give priority to big family
- Keep inform how many people are on the list
- Keep people more informed about housing
- Thenue not good at 'showing off' a vacancy - like an estate agent (with photos etc)
- Keeping people informed about where they are on the list
- We like the idea of home ownership now being taken into account
- More information on what's on list for vacancies i.e. 1,2,3 apartments
- Regular updates about position on list
- Availability in different areas
- At application more info on peoples chances of being housed (e.g. number of houses and relets in each area)
- Understand how the policy works
- Tenants want a house with a garden or to move to a new area / building
- Keep tenants informed of position on list
- Regular feedback
- Let applicants know their prospects with the area they are interested in
- Inform applicants of their queue position every 6 months as standard. Do not wait for applicants to request
- People who apply for a house with Thenue may have applied with many other RSL's, does this not tend to distort the waiting list
- Warn people who are wanting a house in a particular area that they may have to wait a long time

1. It is now legal and permissible for Housing Associations to have different rules for owner occupiers who apply for housing.

Q, Do you think Thenue should award any priority to owner-occupiers who have applied for housing because they are either overcrowded or under-occupying their home?

- Only if it does not affect tenants who are on the Thenue Waiting List
- No, overall but if then get into trouble with their mortgage then that's different. Each case to be looked at individually. Circumstances are different.
- Need to be assessed the same
- No because owner can help solve this problem themselves
- No, because it would affect Thenue's general waiting list

2. Thenue's current allocation policy rules with regard to whether a family is overcrowded are:

- *Two children of the same sex can share a room up to the age of 13*
- *Two children of the opposite sex can share a bedroom up to age of 8*

Q, Do you think our rules for when children need a separate room are set too low?

- **We think these age limits could be lowered slightly**
- **Same sex age is too low, they should share a room for longer**
- **Each household is different and therefor can have different needs**
- **Same sex age limits ok**
- **Should be increased to 16 same sex, 12 opposite sex**
- **Not sure**
- **No change**
- **Same sex reduced to 11, opposite sex reduced to 6**

3. Reasonable Preference Categories. The Housing Scotland Act 2014 states that the following 3 categories must be given reasonable preference in your allocation policy:

- Homeless or threatened with homelessness
- Unsatisfactory housing conditions
- **Under-occupying existing tenants**

Q, Do you think that we should only award priority for under-occupancy to existing Thenue tenants? Or to all social housing landlords, but not private rented tenants?

- **Only to Thenue tenants**
- **Only to existing Thenue tenants**
- **No – shouldn't be same across all sectors**
- **Award this for Thenue tenants only**
- **Yes, fair way to assess our transfer applicants**

4. Some landlords do not provide applicants with queue positions as the applicant's position on the list can change from day to day (sometimes for worse). At Thenue we have provided this information as best we can but require feedback on whether our current approach should continue or whether there is a better way to do this?

There are currently two options on this:

- a) give an applicant their overall position on the housing list
- b) give an applicant their position within their priority group

For example, an applicant might be 36th overall on the housing list but 5th within their Priority Group.

With a) the position can change fairly significantly (and for the worse) from time to time depending on whether applicants have subsequently applied with greater priority than them. However this gives a more realistic overall position on prospects for rehousing.

With b) you can see that your position within the group is generally improving over time. However unless you know how many people are in higher priority groups you will lack a clear picture on your housing prospects.

Q, What is the best way to give information to applicants on their position on our housing list:

a) give an applicant their overall position on the housing list (0)

b) give an applicant their position within their priority group (3 in favour)

c) Both a) and b), (3 in favour)

d) only provide general info, for example, on how long on average each applicant waits for an offer? (1 in favour)

- Want transparency but keep it vague

5. Thenue have for many years used Letting Plans to allocate new build property. These letting plans aim to take account of a variety of needs and give significant lets to existing Thenue tenants where they have a need to move (e.g. they are overcrowded, under-occupying or have a medical need to move) but also allocate to people on our waiting list and to people who are homeless.

We allocate around 60% of our lets to existing Thenue tenants in our new build developments. This is significantly greater than other local housing associations (Parkhead, New Gorbals, Southside HAs) who allocate about a third each in their new builds to transfers/waiting list applicants/and homeless referrals from the City Council.

Also, each let to a Thenue tenant costs Thenue an average of £1600 in relet costs of the property they have moved from. So for our last new build development Transfers of existing Thenue tenants cost us around £40,000.

Q, Do you agree with our current approach to allocating new build homes? What % of lets in new build should go to existing Thenue tenants (Transfers)? Is it too high or too low?

- I think Thenue's policy is about right and the percentage is just right too
- 60% sounds plausible but what is on the stats is not what comes across (there is a disconnect between perception / figures)

- **Yes, keep a high % to existing tenants. 60% is about right.**
- **Priority given to transfer applicants within the area of the new build, 60% is accurate**

6. Our current allocation policy tries to take account of a wide range of housing needs.

Q, Do you think there are housing need circumstances that we do not take into account in our current policy that we should?

- **I think Thenue covers all categories**
- **Would like to take into account aspirations but understand it can't be**
- **Severe disability**
- **Loyalty (with exceptions of really high need)**
- **No change, Thenue cover all circumstances**

7. Thenue use a local lettings initiative where applicants who are working will be allocated a small proportion of all the lets we make to ensure that in line with Thenue's mission statement that we develop sustainable communities (avoiding concentrations of people who are unemployed). Note: applicants who are working will often be allocated property but not under this local letting initiative, so for example last year 30% of all applicants who were made offers were working.

Q, Do you agree we should keep a local letting category for working households to ensure that every area has a balance of lets to working and non-working households?

- **Yes**
- **Yes**
- **Possibly – but depends on size of category and whether this is tracked over time**
- **Yes, continue to rehouse working household, good balance within communities. Can be see as good role models**

8. Thenue have an Allocation Policy document that sets out in detail how we allocate property. We also have a short three page summary of the Policy that can be made available to applicants.

Q, Is there anything else we can do to explain in a more straightforward way how we allocate our homes?

- **Holding community meetings such as we are doing today**
- **Explaining the definitions of priorities and what each priority means**
- **The number of houses you have in each area and how often they are let**
- **Holding regular community group meetings**
- **Communicate verbally- tenant with literacy problems**
- **Bullet points**