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Version 2

ABERDEEN CITY COUNCIL HOUSING ALLOCATIONS & TRANSFER POLICY

getting a goodapple home

Scheme for the allocation of council houses



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Introduction

goodapple homes is the brand name of Aberdeen City Council's Housing service. goodapple homes currently manages over 23,000 Council Houses in the Aberdeen City area. Approximately 2,000 of these tenancies are terminated each year and the City Council needs to allocate these properties to new tenants efficiently and effectively.

At any one time, the number of current applications from people wishing to be housed by goodapple homes ranges from 8,000 to 10,000.

In certain areas of the City there is a mismatch between the demand for property and the number of applicants requesting the type and size of property available. Given the difference between the demand for and the supply of Council properties, the "Scheme of Allocations" has been developed to take account of the different circumstances and needs of applicants and to prioritise applicants according to their housing need. In order to achieve this, different lists and points categories are used to make sure that all applicants' housing circumstances and needs are taken account of.

Objectives

This policy has been developed to contribute to the achievement of the Council's strategic housing objectives. These include:

- The eradication of homelessness by 2011 (Community Plan);
- Maximising choice in housing provision and support for all vulnerable groups (Corporate Plan);
- Developing stable, self-sustaining communities of choice rather than necessity in which people wish to live and can reach their full potential (Corporate Plan);
- Reducing anti-social behaviour (Corporate Plan);
- Developing a co-ordinated and integrated Council response to health and priority health issues (Corporate Plan);
- Caring for more people at home for those who choose this (Corporate Plan);
- Putting in place arrangements to meet the needs of young people leaving care (Corporate Plan);
- Developing a range of foster care placements for children and young people (Corporate Plan);

The Council will consider any new initiatives that will improve the service to housing applicants.

The Aim

The aim of Aberdeen City Council's Scheme of Allocations is to secure appropriate housing for applicants, by addressing housing need whilst complying with relevant legislation. The policy detailed in the Scheme of Allocations has been developed to:

- Be consistent, fair and non discriminatory;
- Be transparent and accountable;
- Promote social inclusion and equal opportunities;
- Recognise a variety of circumstances and the existence of housing need factors such as overcrowding, lack of standard amenities, medical and social need;
- Cater for the majority of housing homelessers circumstances;
- Recognise that very occasionally a homelesser may have exceptional housing circumstances. In these unusual situations applicants will be considered in terms of powers delegated to the Housing and Social Work Cases Review Panel or to Senior Officers within the Housing Service
- Treat all homelessers equally and determine priority for housing according to housing need. Homelessers are placed on lists according to their present housing circumstances and homelessers with the greatest housing need will get the most priority;
- Take into account homelessers choice and aspirations;
- Take account of local supply of and demand for housing within the City;
- Contribute to the maintenance of stable and balanced communities.

Monitoring

Monitoring of the impact of the policy is carried out through the Performance Monitoring and Reporting Framework for Housing Services. Statutory, Key and Local Performance Indicators have been established covering the following measures:

- Average time from presentation as homeless to completion of homeless duty;
- Average length of stay in temporary homeless accommodation;
- Average time to relet empty properties (referred to as voids);
- Net voids as a percentage (%) of stock;
- Number of applications on waiting, transfer and sheltered list; (extra care)
- Average time to process Housing Applications;
- Percentage (%) of offers of accommodation accepted;
- Equal opportunities.

Aberdeen City Council regularly reviews its policy to take account of changing legislation, supply of and demand for housing and any other factors that have an impact on the way housing need is determined or properties are allocated.

Who Can Apply?

All homelessers for goodapple homes, including existing homemovers (tenants who wish to transfer to another property), must complete a goodapple homes Housing Application Form. Couples, partners and people who are cohabiting will be treated as joint applicants. To be eligible for admission to goodapple homes Housing Lists, applicants must be 16 years of age or over. A sole homelesser or joint homelessers who are both subject to immigration control in terms of Section 118 of the Immigration and Asylum Act 1999 are not eligible for admission to goodapple homes Housing Lists. Admission to the Housing List does not mean homelessers have a right to be housed by goodapple homes. Once an application is accepted it will be assessed and prioritised in accordance with this allocation policy.

Homelessers/Homemovers

- Homelessers are applicants who are not tenants of a local Authority
- Homemovers are applicants who are tenants of a local Authority.

Members of a Homelessers and Homemovers Family/ Household

For the purposes of this policy, members of a homelessers and homemovers family/household are as defined in the Housing (Scotland) Act 2001:

- a) The spouse of the homelesser or the homelesser and the household member live together as husband and wife.
- b) The homelesser and the household member live together in a relationship which has the characteristics of the relationship between husband and wife except that the persons are of the same sex.
- c) The homelesser is the household member's parent, grandparent, child, grandchild, brother, sister, uncle, aunt, nephew or niece.

For the purpose of c) above:

- A relationship by marriage shall be treated as a relationship by blood;
- A relationship of the half blood shall be treated as a relationship of the whole blood;
- The stepchild of a person shall be treated as his/her child;
- A child shall be treated as such whether or not his/her parents are married;
- A person brought up or treated by another as if that person were the child of the other person is to be treated as that person's child.

As well as the above, goodapple homes may also consider:

- Live-in carers (confirmation of this will be required);
- Couples who are in a relationship but do not live together;
- Engaged couples;
- Cousins;
- Permanent foster children who are included on an application by a goodapple homes tenant, provided that verification has been provided by Children's Services that the homelesser are the children's registered/ permanent foster carers. All other cases would be referred to the Housing and Social Work Cases Review Panel for their consideration (Applications from goodapple homes tenants who are temporary foster carer or prospective foster carers would be considered in terms of delegated powers. All other cases would be referred to the Housing and Social Work Cases Review Panel for consideration);
- Friends (but only flatbed accommodation would be offered);
- Children who are resident with the applicant less than 50% of the time (but only flatbed accommodation would be offered).

goodapple homes will not normally accept as part of the applicant's household for the purposes of the housing application any member of the household (other than partner):

- Who is a hospital patient and is unlikely in the opinion of the Senior Medical Officer of the hospital to be discharged;
- Who indicates in writing that she/he does not want to be regarded as a member of the household;
- Who has applied for separate accommodation in his/her own right;
- Who is an adult and is resident with the applicant less than 50% of the time, with the exception of students and people in the armed forces.

Checks Carried Out On An Application

Current and Previous Accommodation goodapple homes requires anyone included on an application aged 16 years or older to provide details of their accommodation history during the previous five years, or since their 16th birthday if more recent. Any current or former tenancies will be checked to make sure the tenancies were conducted in a satisfactory manner and that there are no outstanding debts.

Unsatisfactory Tenancy Conduct and Anti-social behaviour

Where evidence is obtained of an applicant's history of anti-social behaviour or unsatisfactory conduct of a current or former tenancy, goodapple homes will take into account the causes and impact of such behaviour or conduct when considering applicants for the allocation of housing. Homeseekers where evidence indicates concern about the future conduct of any applicant or member of their household will be referred to an Aberdeen City Council assessment panel. While this assessment process is being carried out, homeseekers applications for housing will be deferred until a decision is made. This panel consists of appropriate officers from Housing Services and will determine any restrictions, conditions or support required relating to any future tenancy to be offered by goodapple homes.

This will include any homeseeker who has been evicted from a tenancy for anti-social behaviour within the last three years, or instances where the applicant or a member of their household are subject to an Anti-

social Behaviour Order, granted after 30th September 2002. Consideration can be given to:

- Offering a Scottish Secure Tenancy;
- Offering a Short Scottish Secure Tenancy in cases where Council housing is being allocated expressly on a temporary basis to persons requiring or receiving housing support services;
- Rehousing an existing tenant of the Council to accommodation of a similar or smaller size and type, in a similar letting area, where a Scottish Secure Tenancy is proving unsatisfactory and the tenant is prepared to accept a Short Scottish Secure Tenancy and associated housing support;
- Enabling tenants who currently have a Short Scottish Secure Tenancy to transfer to another tenancy, with a further Short Scottish Secure Tenancy, at the successful conclusion of which the tenant may apply for a Scottish Secure Tenancy;
- Offering non-secure flatted accommodation managed by the Aberdeen Families Project. The Families Project is an initiative run jointly by Aberdeen City Council and the charity NCH to offer support to families with a history of problems living in the wider community. At the end of the placement an assessment is made as to whether the tenancy should be converted to a Scottish Secure Tenancy or a Short Scottish Secure Tenancy. Applicants have the right to appeal any decision of this panel (see p23).

Tenancy Types Scottish Secure Tenancy (SST)

This is the standard tenancy used by councils in Scotland. It gives the tenant the right to the tenancy for as long as they wish, as long as they do not break the terms of their tenancy agreement.

Short Scottish Secure Tenancy (Short SST)

This is a tenancy under specific circumstances for a minimum of 6 months. Under this type of arrangement, at the end of the term of the Short SST the landlord can:

- Offer a full SST;
- Offer a further Short SST;
- End the tenancy.

It is a condition of a Short SST that the landlord makes available to the tenant support to help the tenant maintain the tenancy and have it converted to a full SST.

Determining the Number of Bedrooms Required by a Household

- A bedroom is required for a single person;
- A bedroom is required for a homeseeker and partner;
- A bedroom is required for two single related adults of the same sex, for example, two sisters, two brothers, where there is not 10 years or more difference between their ages;
- A bedroom is required for two elderly people of the same sex who choose to share a bedroom, who would not normally be expected to share a bedroom, for example, a mother and daughter;
- A bedroom is required for up to two children under eight years of age, regardless of the sexes of the children;
- A bedroom is required for up to two members of the householders family eight years of age or over of the same sex, where there is not 10 years or more difference between their ages;
- A bedroom is required for a child under eight years of age and a child over eight years of age of different sexes, where they cannot share with any other child of the family;
- A bedroom is required for the youngest and the next eldest child in the family of the same sex, where there is 10 years or more difference between their ages and they cannot share with any other child of the family;
- A bedroom is required for a member of the family who the independent Medical Advisor considers should have their own bedroom.

Other factors that are taken into account when determining the number of bedrooms required:

- The maximum number of people who would be expected to share a bedroom would be two;
- An expected child will be included in the calculation to determine the number of bedrooms required;
- The age at which children of different sexes qualify to be in separate bedrooms is eight. For example, a child under eight years of age and a child over eight years of age of different sexes would be assessed as requiring separate bedrooms.

Supported Lodging Scheme

Applications from tenants of Aberdeen City Council or Registered Social Landlords for additional bedrooms to accommodate young people under the Supported Lodging Scheme will be accepted and pointed accordingly.

Areas of Choice

This policy allows homeseekers unlimited choice from the 62 areas in the City. Homeseekers can also choose appropriate house types in these areas. Applications will be considered for housing in accordance with these choices, provided the appropriate size of property is available. Homeseekers can alter their choices at any time.



Different Types of Households

1. Homeless Persons or Persons Threatened with Homelessness

Homeless persons or persons threatened with homelessness should seek the advice of the Homelessness Unit, Neighbourhood Services Central, St Nicholas House, Upperkirkgate, Aberdeen. The unit will assess applicants to determine whether they are statutory homeless in accordance with the Housing (Scotland) Act 1987 Part II as amended.

Single person applicants who are deemed to be statutory homeless qualify to be placed on the AS List and will be made two offers of accommodation. They may indicate in which of the Council's housing areas (North, Central and South) they wish offers to be made. Any other type of application deemed to be statutory homeless will be placed on the AB List for all areas and mainstream house types. These applications will qualify for two offers based on their turn of points priority.

2. Applications From Tied Tenants

Applications received from Tied tenants fall into three categories:

1. Tied tenants who live within the City and were not employed by either the former Grampian Regional Council or Aberdeen District Council on 22 March 1995 will be placed on the AA List. If however they are threatened with homelessness within the next 56 days they will be placed on the AB List.

2. Tied tenants of the Grampian Police Authority or the Grampian Fire Authority will be placed on the AA List, unless they are threatened with homelessness within the next 56 days when they will be placed on the AB List.

3. Tied tenants who were employed by either the former Grampian Regional Council or Aberdeen District Council on 22 March 1995 and are now employed by Aberdeen City Council will be placed on the AA List. If however they are required to vacate their tied tenancy within eight weeks they will be placed on AD list. (subject to criteria below). Under the AD list they will be made up to two offers of accommodation in accordance with their preferences (subject to relevant Scheme of Allocation rules). Applicants who are given this priority may be considered for accommodation with one bedroom more than required but this would be restricted to flatted or multi-storey accommodation of less than four bedrooms.

Criteria which tied tenants must fulfil before they can be considered under the AD List.

a) Caretakers, wardens of sheltered housing developments or anyone occupying a service tenancy by virtue of their employment with the former Aberdeen District Council or Grampian Regional Council and now employed by Aberdeen City Council:

b) Who are being redeployed within the employment of Aberdeen City Council or who are retiring from employment on the grounds of age or ill health as certified by the independent Medical Advisor and who, at the time of retirement, have by virtue of that employment occupied such tied accommodation for a period of not less than 10 years. A retiring applicant who has occupied such accommodation for a period of between seven and 10 years, may only be granted flatted or multi-storey accommodation. If the period of occupancy is less than seven years, or the reason for leaving the tied accommodation is not one of those detailed above, the case would be referred to the Housing and Social Work Cases Review Panel for consideration on its merits. A redeployed applicant will be considered for housing in terms of existing tied tenancy priorities

c) Who is the partner of a person who immediately prior to death had occupied such tied accommodation for a period of not less than 10 years. If the applicant is the widowed partner of a person who immediately prior to death occupied the accommodation for a period of between seven and 10 years, only flatted or multi storey accommodation will be granted. If the period of occupancy was less than seven years the case would be referred to the Housing and Social Work Cases Review Panel for consideration on its merits.

3. Applicants Applying For Temporary Accommodation From A Designated Housing Renewal Area

The City Council may designate certain areas as Housing Renewal Areas, to improve the dwellings within the area to meet the legislative requirements of the Housing (Scotland) Act 2006. To enable the upgrading of these dwellings to proceed, the City Council may assist landlords and owner occupiers as detailed below:

1. Private Tenants:

Where landlords are unable to provide alternative accommodation they may apply to the City Council to provide temporary accommodation for the duration of the works.

2. Owner Occupiers:

Owner occupiers within a Housing Renewal Area may be provided with temporary accommodation for the duration of works.

3. City Council Tenants:

Where City Council tenants have to vacate a dwelling within a Housing Renewal Area they will be provided with temporary accommodation for the duration of the works. Such applicants will be placed on the AD list. Temporary flatted accommodation of the same size within the same letting area will be offered if available. If it is not available within same letting area, a suitable alternative will be offered.

4. Applicants Applying For Temporary Accommodation Where A Work Notice Has Been Served By Aberdeen City Council

Where a Work Notice has been served by the City Council, owners or part owners may be considered for temporary accommodation for the duration of the works. Such applications are placed on the AD List. Temporary flatted accommodation of the same size within the same letting area will be offered if available. If it is not available within the same letting area, a suitable alternative will be offered.

5. goodapple homes Tenants Who Are Being Given Temporary Accommodation While Essential Repairs or Improvements Are Carried Out

goodapple homes will transfer its own tenants to another tenancy on a temporary basis while essential repairs or improvements are being carried out, where it would be unreasonable for the tenants to continue to reside in their tenancy. Such applicants are placed on the AD List. If the same size and type of accommodation within the same letting area is available it will be offered. Otherwise accommodation in an area of similar letting demand will be offered.

6. Application From Two Households Wishing To Be Housed Together

Where an application is received from two separate households wishing to be housed together in a larger or more suitable house, the application will be assessed as though both households were already living together. Any housing points will be awarded based on the accommodation occupied that best meets their housing need.

7. Applicants Applying Under the Elderly Transfer and Elderly Transfer In Reverse Scheme

Applications for rehousing from a single person or a couple, normally of pensionable age, and requiring the support of family who do not live near to them, may be considered under the Elderly Transfer Scheme. In certain circumstances, the family can apply to move nearer to the applicants under the Elderly Transfer in Reverse Scheme. In order to qualify under the Elderly Transfer in Reverse Scheme applicants must have a medical need and otherwise be adequately housed but require the support of relatives living in the City. Applicants for Elderly Transfer or Elderly Transfer in Reverse are required to complete a goodapple homes Housing Application form, and medical priority claim form. In addition, the family require to confirm in writing that they are prepared to give the applicants the necessary care and support. Applicants must be awarded medical and social need points before their application for Elderly Transfer or Elderly Transfer in Reverse can be considered.

Elderly Transfer Scheme policy

Applications will be awarded Social Need Points in addition to any other points to add weight to the application only on the list for the letting area in which the supportive relative lives. If the applicant's required house size and type is not available in that area then an adjoining area would be substituted. The applicant will thereafter be offered rehousing based on their normal turn of points priority.



Elderly Transfer in Reverse policy

To qualify for the Elderly Transfer in Reverse scheme the elderly applicant's current accommodation has to be medically suitable for them. (If their accommodation is not medically suitable then their application will not be accepted under the Elderly Transfer in Reverse Scheme). The supportive relative will only be offered the same size and type of accommodation as currently occupied. The elderly person's application will be awarded social need points in addition to any other points to add weight to the application only on the list for the letting area in which the elderly applicant currently lives. The supportive relative will be offered appropriate housing in that letting area only when the elderly applicant's application qualifies for an offer on its turn of points. If the supportive relative's required house size and type is not available in the area in which the elderly applicant's live then an adjoining area will be substituted. If the applicant's supportive relatives are not current tenants of Aberdeen City Council and medical and social need points are awarded, the case will be referred to the Housing and Social Work Cases Review Panel to determine whether the application is acceptable under the Elderly Transfer in Reverse Scheme.

8. Next Stage Housing Applicants

goodapple homes participates in the Next Stage Housing Group which meets quarterly to consider the housing needs of current housing applicants who require a planned move to supported housing. Referred applicants from relevant agencies, if accepted, are placed on the AD List and awarded priority status for two offers of suitable housing. They may indicate in which of the Council's housing areas (North, Central or South) they wish offers to be made.

9. Better Ways Committee

goodapple homes participates in the Better Ways Committee which meets quarterly to consider the housing needs of current applicants who are young people who were looked after by the Local Authority on their 16th birthday. The referred applicants from Social Work Services require planned move-on housing and, if accepted, are placed on the AD List and awarded priority status for two offers of suitable housing. They may indicate in which of the Council's housing areas (North, Central or South) they wish offers to be made.

10. Housing Lists and Offers Process

The order of priority in descending order is firstly the AH List, followed by AS List, then AF List, then AE List, then the AD List, then, on a quota basis, the AT List, the AB List and the AA List.

Vacancies are allocated between the AT List, the AB List and the AA List using a quota system based on the demand from these lists for a particular area, house type and size. Quotas are, therefore, subject to change over time.



Aberdeen City Council Housing Lists

goodapple homes groups applicants together on a number of housing lists depending on their circumstances and requirements. Currently there are 11 different lists, details of which are given below.

An applicant living with a partner who is a joint tenant or has occupancy rights to their current property will be pointed as if occupying half their current accommodation if applying for housing on their own.

AA List – Applicants Occupying A Separate Home

Applications from people who occupy a separate home but are not goodapple homes tenants will be placed on this list. The definition of separate home includes people occupying a mobile home or caravan where applicants can provide satisfactorily for the domestic needs of the family unit including cooking facilities and water supply.

Applicants occupying a separate home but threatened with homelessness within the next 56 days will be placed on the AB List.

Applicants on this list may be considered for all types of accommodation with the exception of amenity, sheltered and very sheltered housing. Applicants are placed on this list according to the number of points they have been awarded. Applicants who have the same number of points will be further prioritised by the date of acceptance of the application.

The majority of applicants on this list will be owner occupiers, tenants of private landlords, tied tenants, Housing Association tenants or Co-operative tenants.

Applicants on the AA list can be awarded points for:

	Points to be awarded
<p>Room Deficiency</p> <p>For every room by which the applicant's accommodation falls short of the required number of bedrooms</p> <p style="text-align: right;">10</p>	10
<p>For every room which is more that 4.45 square metres (48 sq. ft.) and less than 8.00 square metres (86 sq. ft.) in area, if occupied by two people or by a single applicant.</p> <p style="text-align: right;">5</p>	5
<p>If the room is more that 4.45 square metres (48 sq. ft.) and less than 8.00 square metres (86 sq. ft.) in area and is occupied by one person who is not the applicant, then no points are awarded for room deficiency.</p> <p style="text-align: right;">0</p>	0
<p>Any rooms under 4.45 square metres (48 square feet) in area or without natural lighting are disregarded.</p> <p>Any room used for cooking and washing purposes is disregarded and the largest of the remaining rooms is regarded as a living room except in properties where open plan rooms are a design feature, for example, in studio flats.</p>	
<p>Size of family</p> <p>Where bedroom deficiency exists and the family requires a house with two bedrooms, size of family points are awarded as follows:</p> <ul style="list-style-type: none"> ● Where the second bedroom would be occupied by one person; 0 ● Where the second bedroom would be occupied by two people. 4 <p>Where bedroom deficiency exists and the family requires a house with three bedrooms or more, size of family points are awarded as follows:</p> <ul style="list-style-type: none"> ● Where the final two bedrooms have to be occupied by two people; 0 ● Where the final two bedrooms have to be occupied by three people; 4 ● Where the final two bedrooms have to be occupied by four people. 6 	

<p>Mixing of sexes Where the existing accommodation requires the sharing of a bedroom by people eight years of age and over, and they are of opposite sexes (other than partners).</p>	<p>Points to be awarded 4</p>
<p>Medical condition Points are assessed and awarded by an independent Medical Advisor from NHS Grampian up to a maximum of 15 points where ill health and/or physical disability is being affected by housing circumstances.</p>	<p>1-15</p>
<p>Lack of facilities Where the applicant has within the dwelling:-</p> <ul style="list-style-type: none"> ● No WC for their exclusive use; ● No piped hot water supply; ● No bath/shower. <p>One point is awarded for each year they have lived there continuously up to a maximum of 15.</p> <p>In addition points are awarded where:</p> <ul style="list-style-type: none"> ● There is no piped hot water supply within the house; ● There is no fixed bath/shower within the house; ● There is a WC outside the dwelling but within the building; ● The water supply is outside the dwelling but within the building; ● The WC is outside the building; ● The water supply is outside the building. 	<p>1-15</p> <p>1</p> <p>1</p> <p>2</p> <p>2</p> <p>5</p> <p>4</p>
<p>Social circumstances Where the applicant is sharing accommodation with a former partner with whom their relationship has broken down.</p>	<p>5</p>
<p>Waiting time on list One point is awarded for each complete year the application has been on the list with housing need points up to a maximum of 15.</p>	<p>1-15</p>
<p>Occupation of caravan or mobile home Applicants living in caravans or mobile homes may be awarded room deficiency points based on the size of the accommodation as determined by the Council's Environmental Health Service. When determining the habitable area of the caravan or mobile home, the calculation is based on the overall internal area of the unit excluding any kitchen, WC, shower room, bathroom and identifiable passageway. When assessing the area of a caravan the following calculations are used to determine the number of equivalent rooms in a house.</p>	
<p>Habitable area of caravan Up to 4.45 sq. mtrs. More than or equal to 4.45 sq. mtrs. but less than 8.00 sq. mtrs. More than or equal to 8.00 sq. mtrs. but less than 12.45 sq. mtrs. More than or equal to 12.45 sq. mtrs. but less than 16.00 sq. mtrs. More than or equal to 16.00 sq. mtrs. but less than 20.45 sq. mtrs. More than or equal to 20.45 sq. mtrs. but less than 24.00 sq. mtrs. More than or equal to 24.00 sq. mtrs. but less than 28.45 sq. mtrs. More than or equal to 28.45 sq. mtrs. but less than 32.00 sq. mtrs. More than or equal to 32.00 sq. mtrs. but less than 36.45 sq. mtrs. More than or equal to 36.45 sq. mtrs. but less than 40.00 sq. mtrs. More than or equal to 40.00 sq. mtrs.</p>	<p>Room equivalent 0 rooms 1/2 rooms 1 rooms 1 1/2 rooms 2 rooms 2 1/2 rooms 3 rooms 3 1/2 rooms 4 rooms 4 1/2 rooms 5 rooms</p>
<p>In addition applicants in caravans/mobile homes are awarded one point for each year they have lived there continuously up to a maximum of 15. Applicants in this category will also receive lack of facilities points if appropriate.</p>	<p>1-15</p>

AB List - Applicants With No Separate Home of Their Own

Applications from people who have no separate home of their own will be placed on this list. The majority of applicants will be lodgers, living with family or friends or have no fixed abode. This list also includes people occupying mobile homes or caravans, where the applicants are unable to provide satisfactorily for the daily domestic needs of the family unit including cooking facilities and water supply. Applicants occupying a Lead Tenancy in Aberdeen City, who were housed into the lead tenancy by a Housing Association from the Council's AB List will be placed on this list. Such an application will retain any points awarded prior to being granted the lead tenancy with the exception of medical points which will be re-assessed. Applicants on this list will be considered for all types of accommodation with the exception of amenity, sheltered and very sheltered housing. Applicants are placed on this list according to the number of points they have been awarded. Applicants who have the same number of points will be further prioritised by the date of acceptance of the application.

Applicants on the AB list can be awarded points for:-

Size of family	Points to be awarded
Where a single person applies from the parental home and there is no established need for separate housing.	0
Where a single person applies from the parental home and there is a need for separate housing.	10
Other single people.	10
Where an application consists of an applicant and partner.	20
Where the application consists of a single applicant applying with family.	20
Where an application only consists of an engaged couple who are not living together.	10
Where an application only consists of a couple who are in a relationship but are not living together.	10
Where an application only consists of two adult members of the same family:	
● Of the same sex (e.g. two brothers);	20
● Of different sexes (e.g. brother and sister).	25
Where an application only consists of two unrelated adult friends:	
● Of the same sex (e.g. two male friends);	20
● Of different sexes (e.g. one female friend and one male friend).	25
For each other dependant member of the family group eight years of age or over.	10
For each dependant member of the family group under eight years of age.	5
For each expected child.	5
Mixing of sexes Where the existing accommodation requires the sharing of a bedroom by people, who form part of the application, eight years of age and over of opposite sexes (other than partners).	4
Medical Condition Points are assessed and awarded by an independent Medical Advisor from NHS Grampian up to a maximum of 15 where ill health and/or physical disability is being affected by housing circumstances.	1-15

Lack of facilities

Where the applicant has within the dwelling

- No WC;
- No piped hot water supply;
- No bath/shower.

One point is awarded for each complete year they have lived there continuously up to a maximum of 10.

Points to be awarded**1-10****Social circumstances**

Where the applicant is sharing accommodation with a former partner with whom their relationship has broken down.

5**Waiting time on list**

One point is awarded for each complete year the application has been on the list with housing need points up to a maximum of 15.

1-15**Hostel residence**

For single person applicants in hostel or approved group houses with shared facilities a point is awarded for each year they have lived there continuously up to a maximum of 10.

1-10**Statutory Homeless**

Couples and families who have been assessed as statutory homeless under the Housing (Scotland) Act 2001

25

(These points are awarded only to applicants who have been assessed as statutory homeless, and the points are removed if two offers of accommodation are refused)

AD List – Committee and Delegated Powers Cases

Applications given priority for housing by the Housing and Social Work Cases Review Panel or by Senior Officers under delegated powers, are placed on this list.

Applicants will be offered the type of accommodation within the letting areas which the Housing and Social Work Cases Review Panel or Senior Officers deem appropriate, depending on the circumstances of the case. A maximum of two offers of accommodation will be made under this priority. Applications are prioritised on this list by the date they were awarded their priority, no points are awarded for this list.

AE List – “X” Medical Applicants

Applications that an Independent Medical Advisor from NHS Grampian has determined require urgent rehousing are placed on this list.

Applicants will be offered suitable accommodation excluding Sheltered (Extra Care) and Very Sheltered (Very Extra Care) Housing within their areas of choice. Should applicants refuse two suitable offers of accommodation, their case is referred to the Housing and Social Work Cases Review Panel for their consideration. Applicants are prioritised on this list by the date they were awarded their priority, no points are awarded for this list.

AF List – Statutory Notice Applicants

Applications requiring permanent accommodation because of a Closing Order, Demolition Order or a Compulsory Purchase Order are placed on this list.

Applicants on this list will be offered the same size and type of accommodation as they occupy within the same letting area, if available, otherwise in an area of similar letting demand. A maximum of two offers of accommodation will be made. Applicants are prioritised on this list by the date they were awarded their priority, no points are awarded for this list.

AH List – Emergency Homeless Applicants

Applications from people who are emergency homeless through fire, flood or other natural disaster are placed on this list.

Applicants will be offered the same size and type of accommodation as they occupied within the same letting area, if available, otherwise in an area of similar letting demand. Two offers of accommodation will be made under this priority. Applicants are prioritised on this list by the date they were awarded their priority, no points are awarded for this list.

AS List – Single Statutory Homeless Applicants

Applications from single people who have been assessed as statutory homeless by the Council’s Homelessness Section are placed on this list.

Applicants will be made two offers of accommodation. They may indicate in which of the Council’s housing areas (North, Central and South) they wish offers to be made. Applicants are prioritised on this list by the date they were awarded their priority, no points are awarded for this list.

AT List – Transfer Applicants

Applications from tenants of goodapple homes or any other UK Council will be placed on this list.

Applications for breaks in joint tenancy, where one of the joint tenants wishes be re-housed, are however assessed in accordance with the AA List criteria. Such Homemovers housing need is determined based on the people on the application occupying half the number of rooms in that tenancy. Should both tenants wish to be re-housed, one of the tenants is assessed under AA List criteria and the other under AT List criteria. It is the responsibility of the joint tenants to decide who will be considered under the AA List and who will be considered under the AT List.

Homemovers on this list may be considered for all types of accommodation with the exception of amenity, Sheltered (Extra Care) and Very Sheltered (Very Extra Care) Housing.

Applications are prioritised by the number of points they have been awarded. Applicants who have the same number of points will be further prioritised by the date of acceptance of the application.

Applicants on the AT list can be awarded points for:**Room deficiency**

For every room by which the applicant’s accommodation falls short of the required number of bedrooms.

Points to be awarded**10**

For every room which is more than 4.45 square metres (48 sq. ft.) and less than 8.00 square metres (86 sq. ft.) in area, if occupied by two people or by a single applicant.

5

If the room is more than 4.45 square metres (48 sq. ft.) and less than 8.00 square metres (86sq. ft.) in area and is occupied by one person who is not the applicant, then no points are awarded for room deficiency.

0

Any rooms under 4.45 square metres (48 square feet) in area or without natural lighting are disregarded.

Any room used for cooking and washing purposes is disregarded and the largest of the remaining rooms is regarded as a living room except in properties where open plan rooms are a design feature, for example, in studio flats.

Size of family	Points to be awarded
Where bedroom deficiency exists and the application requires two bedrooms, size of family points apply are awarded.	
Where the second bedroom would be occupied by one person.	0
Where the second bedroom would be occupied by two people.	4
Where bedroom deficiency exists and the application requires three bedrooms or more, size of family points are awarded:	
<ul style="list-style-type: none"> ● Where the final two bedrooms have to be occupied by two people; ● Where the final two bedrooms have to be occupied by three people; ● Where the final two bedrooms have to be occupied by four people. 	0 4 6
Mixing of sexes	
Where the existing accommodation requires the sharing of a bedroom by people, who form part of the application, eight years and over of opposite sexes (other than partners).	4
Medical condition	
Points are assessed and awarded by an Independent Medical Advisor from NHS Grampian up to a maximum of 15 where ill health and/or physical disability is being affected by housing circumstances..	1-15
Under occupation	
For one bedroom in excess of requirements.	4
For two bedrooms.	7
For three or more bedrooms.	10
Occupation of certain types of flats	
For each year beyond five that applicants occupy a tenement flat, four in a block or mainsonette flat with shared access, one point is awarded up to a maximum of 10.	1-10
For each year beyond 15 that applicants occupy one bedroom ground floor flats in tenement blocks with family housing; one point is awarded up to a maximum of 10.	1-10
Occupation of certain types of Houses (Cottages only)	
Under occupation of three or four bedroom or larger houses (cottages only)	1-10
When a single person or couple, requiring bedsit or one bedroom accommodation, occupy a three bedroom or larger cottage, one point is awarded for each year beyond five, up to a maximum of 10.	
Waiting time on list	
One point is awarded for each complete year the application has been on the list with housing need points up to a maximum of 15.	1-15

AV List – Very Sheltered Housing Applicants (Very extra care housing)
 Applications from older vulnerable people with a medical and social need for very sheltered housing are placed on this list. Applicants will normally be of pensionable age.

Applications are prioritised on this list as determined by the very sheltered housing Assessment and Allocations Committee which comprises representatives from Housing and Social Work Services and the Independent Medical Advisor.

AY List - Amenity Applicants
 Applications from people of a particular age group (although not necessarily of pensionable age) with a medical need for housing adapted to help with daily living are placed on this list. Applications are prioritised on this list by the number of points they have been awarded for their medical need. If points are equal then they are further prioritised by the date they were awarded their current number of medical points.

Applicants on the AY list can be awarded points for:	Points to be awarded
Medical condition Points are assessed and awarded by an Independent Medical Advisor from NHS Grampian up to a maximum of 15 where ill health and/or physical disability is being affected by housing circumstances.	1-15

AZ List – Sheltered Housing Applicants (Extra care housing)
 Applications from older people with a medical and social need for sheltered housing are placed on this list. Applicants will normally be of pensionable age.

Applicants are prioritised on this list by the number of points they have been awarded for their medical need and social need. If points are equal then they are further prioritised by the date they were awarded their current number of social need points.

Applicants on the AZ list can be awarded points for:	Points to be awarded
Medical condition Points are assessed and awarded by an Independent Medical Advisor from NHS Grampian up to a maximum of 15 where ill health and/or physical disability is being affected by housing circumstances.	1-15
Social need Points are assessed by Neighbourhood Services, Health and Care, up to a maximum of 15.	1-15



Other Housing Options

1. Mutual Exchange

A mutual exchange takes place when two or more goodapple homes tenants want to exchange houses with each other. An exchange may also be permitted between a goodapple homes tenant and a tenant of another council, Housing Association or Housing Co-operative. The proposed exchange must meet the requirements of this policy. Tenants wishing to exchange are required to complete mutual exchange forms. Flatted accommodation is defined as tenement flats, multi-storey flats and maisonettes.

The following conditions apply :

1. Exchanges will only be approved if the applicants have no current or former tenancy rent arrears or other tenancy related debts, for example, legal expenses, or charges for repairs to the property (referred to as tenant recharges). Applicants, however, will be given the opportunity to clear existing debts when applying.
2. Exchanges will only be approved if the current tenancy has been conducted in a satisfactory manner. Applicants should also refer to their tenancy agreement .
3. Normally the sizes of the properties proposing to be exchanged must comply with this policy's bedroom requirements (see p.7). However, applicants may be allowed to exchange to accommodation larger than they require where:
 - a) They wish to exchange to flatted accommodation, (for example, tenement flats, multi-storey flats, maisonettes, and multi-storey maisonettes) with one bedroom more than required
 - b) They wish to exchange to cottage or four in a block type accommodation and the existing family unit would require the size of accommodation applied for in the future
 - c) They are a single person or a couple currently occupying three or four bedroom accommodation and wish to exchange to one or two bedroom accommodation
 - d) They wish to exchange to a property with one bedroom more than required which is considered to be in low demand as defined by the Corporate Director for Neighbourhood Services.
4. Exchanges where the household comprises some children who are resident with the applicant less than 50% of the time will be approved provided no additional bedrooms are required for those children. If however additional bedrooms are required only exchanges to flatted property will be approved.
5. Exchanges where the household comprises friends will be allowed only into flatted accommodation.
6. Exchanges requiring three or four bedrooms can be considered for three bedroom accommodation with dining annexe.
7. Exchanges will not be approved involving owner/ occupiers or tenants of a private sector landlord.
8. Applicants wishing to exchange must satisfy themselves that the property to which they wish to exchange meets any medical requirements they may have. Where however the property has been adapted to meet a particular medical requirement, the proposed exchange will be referred to the Council's Occupational Therapist. If it is considered that the proposed exchange does not make the best use of the adapted property the exchange will not be permitted. Applicants who, for medical reasons, require adaptations to the property to which they wish to exchange, must contact their Occupational Therapist prior to applying for the mutual exchange.
9. Members of a household for mutual exchange purposes are determined in accordance with p.5 of this policy.
10. Where there has been a change in the circumstances of any applicant prior to tenancy agreements being completed, permission to exchange may be withdrawn by goodapple homes.

2. Nominations

goodapple homes has agreements with some of the housing associations in the City to allocate 50% of their vacant properties to applicants from our housing lists. These allocations are known as 'nominations' These agreements are monitored and reviewed annually.

Applicants wishing to be considered for nomination to these housing associations must indicate so by completing the appropriate section of the application form.

Delegated Powers

goodapple homes recognises that very occasionally an applicant may have exceptional housing circumstances which fall outwith the points scheme. In these rare situations applicants may be offered rehousing through powers given to Senior Officers within the Housing Service. The delegated powers are as outlined below:

1. Provision of temporary accommodation during pursual of the matrimonial home:
To provide temporary flatted accommodation on a nonsecure basis to a person who is pursuing a Court action for the transfer of the tenancy of the matrimonial home.
2. Transfer of application to other family member:
Where an applicant has left the family unit, to transfer the benefit of any priority relative to a current application for housing to a remaining member of the family.
3. Acceptance of applications for sheltered housing from applicants under pensionable age:
To accept in appropriate circumstances, supported applications for sheltered housing accommodation, notwithstanding that the applicant is not of pensionable age.
4. Acceptance of applications for amenity housing from applicants under pensionable age:
To accept, in appropriate circumstances, supported applications for amenity housing, from applicants who would not normally be considered.
5. Two related persons of the same sex, applying for sheltered or amenity housing wishing to share a bedroom:
To accept an application for transfer to amenity or sheltered housing from two related persons of the same sex who agree to share the same bedroom, and who give an undertaking that it is not their intention to make an application for separate or larger accommodation unless there is a change of circumstances approved by the Corporate Director, Neighbourhood Services.
6. Break in joint tenancy:
Applications from partners living within the matrimonial home and wishing to be rehoused separately from other partners will be dealt with in accordance with the AA List of the Allocations Scheme, having been pointed on the basis of the applicant occupying half the accommodation available, unless otherwise decided by the Corporate Director, Neighbourhood Services.
7. Better use of sheltered, amenity or disabled adapted accommodation:
Where a transfer request is received from an applicant occupying a sheltered house, or a house which has been designed or adapted for occupation by a person with special needs, and there is no longer a person with such needs occupying the dwellinghouse, to offer a transfer to the most appropriate suitable alternative accommodation of appropriate size, as determined by the Corporate Director, Neighbourhood Services.
8. Better use of ground floor accommodation:
Where a transfer request is received from an applicant occupying a ground floor flat which is found to be suitable for an applicant within the medical priority AE List, to offer the ground floor tenant a transfer to the most appropriate suitable alternative accommodation of appropriate size, as determined by the Corporate Director, Neighbourhood Services.
9. Elderly Transfer Scheme:
Where an applicant, normally elderly, is in need of support from family who live in another part of the City, to move the applicant nearer to the supportive family and in certain circumstances to move the supportive family nearer to the applicant. Where the supportive family are to be moved nearer the applicant, they will only be considered for the same size and similar type of accommodation to that which they currently occupy.
10. Transfer within the same sheltered housing development:
To transfer sheltered housing tenants within the same sheltered housing development, where the tenants' circumstances have changed since originally allocated sheltered housing, and where the current accommodation is now considered to be no longer suitable.
11. Moves within a tenement block:
Where a vacancy arises within a tenement block (with the exception of any ground floor flat which is required for letting on medical grounds), to grant a request for transfer to accommodation of the same size from a tenant whose spouse or partner has recently died and who is a current transfer applicant within that block, and who expresses an interest in the particular vacancy. In the event of more than one tenant expressing such an interest, to offer the vacancy to the tenant with the longest period of residence within particular block.

12 Moves within a multi-storey block:

Where a vacancy arises with a multi-storey block comprising two bedroom and one bedroom flats or flats of the same size, to grant a request for transfer from a tenant whose spouse or partner has recently died and who is a current transfer applicant within that block, and who expresses an interest in the particular vacancy, regardless of the size of accommodation. In the event of more than one tenant expressing such an interest, to offer the vacancy to the tenant with the longest period of residence within the particular block.

13 Hard to let houses:

To define individual houses as hard to let and subsequently to allocate such houses outwith priority in the interests of good housing management.

14 Applications with rent arrears or outstanding debt due to the Council:

To accede, in appropriate circumstances, to requests for housing/rehousing from applicants who are in rent arrears or have any other outstanding debt due to the council, on the basis that a satisfactory arrangement has been made in relation to the outstanding debt. Thereafter, the application would be considered on normal turn of points priority.

15 Transfers within Housing Initiative Areas, where only one or two tenants remain in a block:

Where only one or two tenants remain in occupation of an otherwise vacant tenement dwelling within a housing scheme designated as a housing initiative area, to allow transfers to similar housing initiative accommodation.

16 Termination of tenancy on admittance to hospital or residential care establishment:

Where a tenant has been admitted to hospital or a residential care establishment on a long term basis, to accept the voluntary termination of the tenancy on the understanding that accommodation of the same size and type in the same letting area if readily available, otherwise in an area of similar letting demand, will be offered on discharge, provided the tenancy has been considered to have been conducted satisfactorily and that a satisfactory arrangement has been made, at the termination of the tenancy, to pay any outstanding debt.

17 Termination of tenancy by a tenant sentenced to a term of imprisonment exceeding 26 weeks:

Where a single tenant sentenced to a term of imprisonment which will lead to an absence from home for a period exceeding 26 weeks has

terminated the tenancy (on the basis that the tenant shall be responsible for the removal, storage of any furniture and personal effects), to offer accommodation of a suitable size and similar type within the same letting area if readily available, otherwise in an area of similar letting demand, on release from prison, provided the tenancy has been considered to have been conducted satisfactorily and that a satisfactory arrangement has been made, at the termination of the tenancy, to pay any outstanding debt.

Delegated powers 18 and 19 cover requests for transfer of tenancy:

18 In relation to requests for transfers of tenancies to accede, in appropriate circumstances to requests by a member or members of a tenant's family, over 16 years of age, arising from the tenant's intention to leave the house (for example to marry), even if the accommodation is in excess of the applicant's requirements; and in the event of the declinature of such a request, to offer, in appropriate circumstances, suitable alternative flatted accommodation.

19 In relation to requests for transfers of tenancies to accede, in appropriate circumstances to requests by sole tenants to transfer the tenancy to a partner.

Delegated Powers 20 to 26 deal with requests for succession to a tenancy:

20 In relation to a first or second succession to a tenancy from a qualified person to grant the succession and thereafter offer a transfer should the person so wish and if it is in the interests of the Council. This should be to flatted accommodation of appropriate size within the same area or areas of similar letting demand.

21 In relation to requests for succession to a tenancy from a non-qualified person, where the non-qualified person has been in the property for up to 10 years, consideration should be given to the size, type and letting demand of the property. Thereafter, if deemed appropriate, the applicant should be granted the succession or alternatively offered suitable alternative accommodation. This should be of flatted accommodation of appropriate size and may be in any area, as determined by the Corporate Director, Neighbourhood Services.

22 In relation to requests for succession to a tenancy from a qualified or non-qualified person, where they have been in the property for more than 10 years, the applicant should be granted the succession and thereafter offered a transfer should they so wish.

This should be to flatted accommodation of appropriate size within the same area or areas of similar letting demand.

23 In relation to a request for a third succession to a tenancy from a qualified or non-qualified person, where the qualified or non-qualified person has been in the property for up to 10 years, consideration should be given to the size, type and letting demand of the property. Thereafter, if deemed appropriate, the applicant should be granted the succession or alternatively offered suitable alternative accommodation. This should be of flatted accommodation of appropriate size and may be in any area, as determined by the Corporate Director, Neighbourhood Services.

24 Acceptance of offer of accommodation, but one partner dies or goes into a residential home or institution before the lease is signed: Where an offer of accommodation has been accepted but one partner dies or goes into a residential home or institution, prior to the lease being signed, to permit the remaining partner to occupy the accommodation provided that the accommodation is of a size suitable to their needs.

25 Transfer a tenant who is unwilling to maintain the garden: Where a tenant is unwilling to maintain their garden in a tidy condition and the tenant is willing to move of their own accord, to arrange to rehouse the tenant in flatted accommodation without a garden.

26 Tenants occupying non-state aided accommodation which is below tolerable standard: To rehouse tenants involved in circumstances where no more than two tenants remain in occupation of a Council owned non-state aided block which is below tolerable standard.

Delegated powers 27 to 30 cover circumstances in which accommodation may be provided while essential repairs or improvements are being carried out to a property:

27 To transfer tenants, on a temporary basis, to same size and similar type accommodation within the same letting area, if readily available, otherwise in an area of similar letting demand, where transfer is considered by the Corporate Director, Resources Management to be necessary to enable essential repairs or improvements to be carried out.

28 To transfer tenants, on a permanent basis, to same size and similar type accommodation within the

same letting area, if readily available, otherwise in an area of similar letting demand, where transfer is considered by the Corporate Director, Resources Management to be necessary to enable essential repairs or improvements to be carried out.

29 To arrange, where considered appropriate, for the provision of temporary flatted accommodation of a suitable size within the same letting area, if readily available, otherwise suitable alternative letting areas, for owner occupiers on the grounds of social or medical needs where improvement work is being carried out with the aid of an improvement grant but outwith a Housing Action Area.

30 To arrange for the provision of temporary flatted accommodation of a suitable size within the same letting area, if readily available, otherwise suitable alternative letting areas, to tenants of private sector accommodation which is the subject of a Repairs Notice under Section 108 of the Housing (Scotland) Act 1987 in cases where a landlord is unable to secure alternative accommodation.

The objective of delegated powers 31 to 41 is to rehouse tenants to similar type accommodation within the same letting area, subject to availability of suitable accommodation and the safety of the individual tenant. Where rehousing outwith the area is recommended, it will be to an area of similar letting demand. Rehousing is normally to the same size of accommodation. Smaller accommodation may be considered only where the supply and/or demand warrants this or where exceptional circumstances apply.

31 To rehouse a tenant to accommodation of a similar size (or smaller) than currently occupied and similar type in cases of violence, intimidation, fear of victimisation or other harassment by neighbours or any party where no other suitable remedy exists.

32 To rehouse a tenant to accommodation of a similar size (or smaller) than currently occupied and similar type in cases of bereavement where death was due to violent or traumatic circumstances.

33 To rehouse a tenant to accommodation of a similar size (or smaller) than currently occupied and similar type in cases where a former partner or close relative of a former partner have moved into or are living in accommodation situated in close proximity to the tenant.

34 To rehouse a tenant to accommodation of a similar size (or smaller) than currently occupied and similar type in cases where the tenant is suffering harassment by a partner, ex-partner or relative of ex-partner, following a decision of the Court regarding the tenancy of the matrimonial home.

35 To rehouse a tenant to accommodation of a similar size (or smaller) than currently occupied and similar type in cases where the tenant is suffering harassment by a partner, ex-partner, or relative of ex-partner, where the Corporate Director, Neighbourhood Services is satisfied that an attempt to continue living in the current accommodation would likely be met with violence or threats of violence.

36 To rehouse a tenant to accommodation of a similar size (or smaller) than currently occupied and similar type in cases where the natural parent(s) of an adopted or fostered child move into accommodation situated in close proximity to the tenant.

37 To rehouse a tenant to accommodation of a similar size (or smaller) than currently occupied and similar type in cases where there have been repeated break-in incidents directed at the tenant, subject to corroboration by the Police.

38 To rehouse a tenant to accommodation of a similar size (or smaller) than currently occupied and similar type in cases where a tenancy has recently been created (normally within 12 months) is proving unsatisfactory and the tenant concerned is prepared to move.

39 Where there has been an irreconcilable dispute between two non-compatible neighbours, to offer accommodation of similar size (or smaller) than currently occupied and similar type to either or both parties.

40 To rehouse a tenant to accommodation of a similar size (or smaller) and type in an area of similar letting demand in cases where the tenant or their family are considered, to the satisfaction of the Corporate Director, Neighbourhood Services, to be the victim of racial harassment or live in fear of such harassment.

41 Rehousing a tenant under a Short Scottish Secure Tenancy
To permit a tenant of Aberdeen City Council to be rehoused to accommodation of a similar or smaller size, type and letting area where a Scottish Secure Tenancy proves to be unsatisfactory, and the tenant

is prepared to be rehoused and to accept a Short Scottish Secure Tenancy, together with appropriate housing support.

Policy on False Information

If an applicant knowingly gives false information on a housing application, the application will be removed from the list. Any tenancy that has been granted on the basis of false information or where the applicant has withheld important information will be subject to legal proceedings for repossession.

Keeping an Application Up To Date

Applicants are required to advise the goodapple Accommodation and Advice Service of any change in their circumstances as soon as possible in order that their application can be reviewed. Changes in circumstances may, and change of address will require a new application form to be completed. In all cases applicants should contact the goodapple Accommodation and Advice Service for advice.

Re-registering an Application

Applicants are required to re-register their housing application once a year. For applicants on the AB List, re-registration every six months is required. When re-registration is due, applicants will be sent a letter. They should complete the relevant section and return it immediately to the goodapple Accommodation and Advice Service. If an applicant fails to re-register it is assumed that they no longer wish to be considered for housing and their housing application will therefore be cancelled.

Access to Personal Files

Applicants have the right to view the information that Aberdeen City Council holds in relation to their housing application. Applicants wishing to view their housing application file are required to complete a Council Access to Information form and pay an administrative fee. Applicants will be contacted to arrange a suitable time for an appointment to view the file.

Appeals Procedure

All applicants have a right of appeal in relation to decisions made by goodapple homes in connection with their housing application. Applicants who wish to appeal a decision should write to the goodapple and Accommodation Advice Services within 14 days of the decision. They will aim to respond to the appeal within 14 days of receipt. Where applicants are dissatisfied with the response they can refer the matter to the Scottish Public Sector Ombudsman for investigation.

Applicants can contact the -
Ombudsman by writing to: SPSO, Freepost
EH641, Edinburgh, EH3 0BR or
email ask@spo.org.uk

Offers process

Order of Priority of goodapple homes Lists

When a vacant property is to be offered to an applicant, the selection process will involve checking each goodapple homes List, starting with the list which has the most priority, in order to identify the applicant with the highest priority for a particular vacancy.

The order of priority in descending order is firstly the AH List, followed by AS List, then AF List, then AE List, then the AD List, then, on a quota basis, the AT List, the AB List and the AA List.

Vacancies are allocated between the AT List, the AB List and the AA List using a quota system based on the demand from these lists for a particular area, house type and size. Quotas are, therefore, subject to change over time.

Offer Restrictions

Notwithstanding the order of priority, certain restrictions may apply when selecting applicants for a vacancy as follows:

Properties which are on the ground floor and have five or fewer access steps will be offered to applicants who have a medical recommendation for ground floor accommodation as determined by an Independent Medical Advisor from NHS Grampian.

Where a property has been adapted or can be adapted to suit applicants with special needs, for example wheelchair users, applicants who have a need for this type of accommodation have priority. Any prospective offer would be subject to assessment by an Occupational Therapist.

Applicants will generally only be considered for one offer at a time.

Applicants whose applications are deferred will not be considered for an offer of accommodation until the deferment has expired.

Applicants should note that, in some accommodation, cats and dogs are banned, with the exception of guide dogs and hearing dogs. Applicants who have a cat or dog will not therefore be considered for these pet ban properties. A leaflet is available providing details of Developments where Dog's and Cat's are not permitted.

Exceptions to the bedroom requirement rules. Applicants who have indicated a preference may be offered larger accommodation than that for which they normally qualify in the following circumstances:

- 1 When no suitable applicants are identified requiring two bedroom accommodation, applicants requiring one bedroom accommodation will be considered. When no suitable applicants are identified requiring three bedroom accommodation, applicants requiring two bedroom accommodation will be considered followed by applicants requiring one bedroom.
- 2 Applicants who are currently in two bedroom or smaller accommodation and who require four bedrooms may be considered for three bedroom accommodation if they have stated that option.

Applicants with housing related debts

At the time of applying for a goodapple homes tenancy all applicants will be advised by the goodapple Accommodation and Advice Service of any housing related debts that may affect their entitlement to housing and the action they should take to address the debts. Applications will be deferred until the applicant provides evidence that the identified debts have been satisfactorily addressed.

Further checks on housing related debt will be carried out should an applicant subsequently qualify for an offer of housing. Applicants will be advised by goodapple homes whether these checks affect their entitlement to housing.

Arrears at the time of offer – current tenants of Aberdeen City Council

This policy requires that at the time of offer:- For an offer to proceed, the current tenancy must have been conducted in a satisfactory manner. At the time of offer, the rent account for the current tenancy must be clear or have no more than one month's rent outstanding.

If a current tenant has other housing debts relating to their current tenancy, for example, legal expenses or charges for repairs to the property (which are known as tenant recharges) there must be an arrangement in place to make payments to clear the amount. Each arrangement must have been maintained for at least three consecutive months before the date of the offer.

Debt relating to a former tenancy

If a current or former tenant of Aberdeen City Council has rent arrears, legal expenses or tenant recharges from a former Aberdeen City Council tenancy, for an offer to proceed either:

- The amount of each individual debt must be no greater than the monthly rental charge for the tenancy when the debt was accrued;
- For any individual debt where this is not the case, an agreed arrangement towards clearing the debt must be in place. Each arrangement must have been maintained for at least three consecutive months before the date of the offer.

Private Tenants

An offer of accommodation may be withheld if the applicant is a tenant of a private landlord and cannot provide proof of maintenance of satisfactory rent payments.

Checks Made at Offer

Applications selected for a goodapple homes tenancy will be checked for accuracy at the time of offer. If there has been a change to the information held that affects the application any offer of housing will be withheld.

In addition, where appropriate the applicant's current accommodation will be inspected.

An offer may be withheld:

- 1 If any garden area is not being maintained satisfactorily.
- 2 If any communal area, which is the applicant's responsibility, is not being satisfactorily maintained.
- 3 If damage (other than fair wear and tear) has been caused by the applicant to any fixtures or fittings, for example, doors, kitchen units, bath/WC.
- 4 If a goodapple homes tenant has carried out alterations without permission or the alterations do not meet the required standard.
- 5 If the property occupied is in a state of neglect in terms of decoration, cleanliness or maintenance.

6. If the applicant(s):

- Displays threatening or aggressive behaviour towards goodapple homes staff;
- Has been the subject of verified complaints of anti-social behaviour;
- Displays evidence of substance abuse;
- Displays poor personal or domestic standards of hygiene.

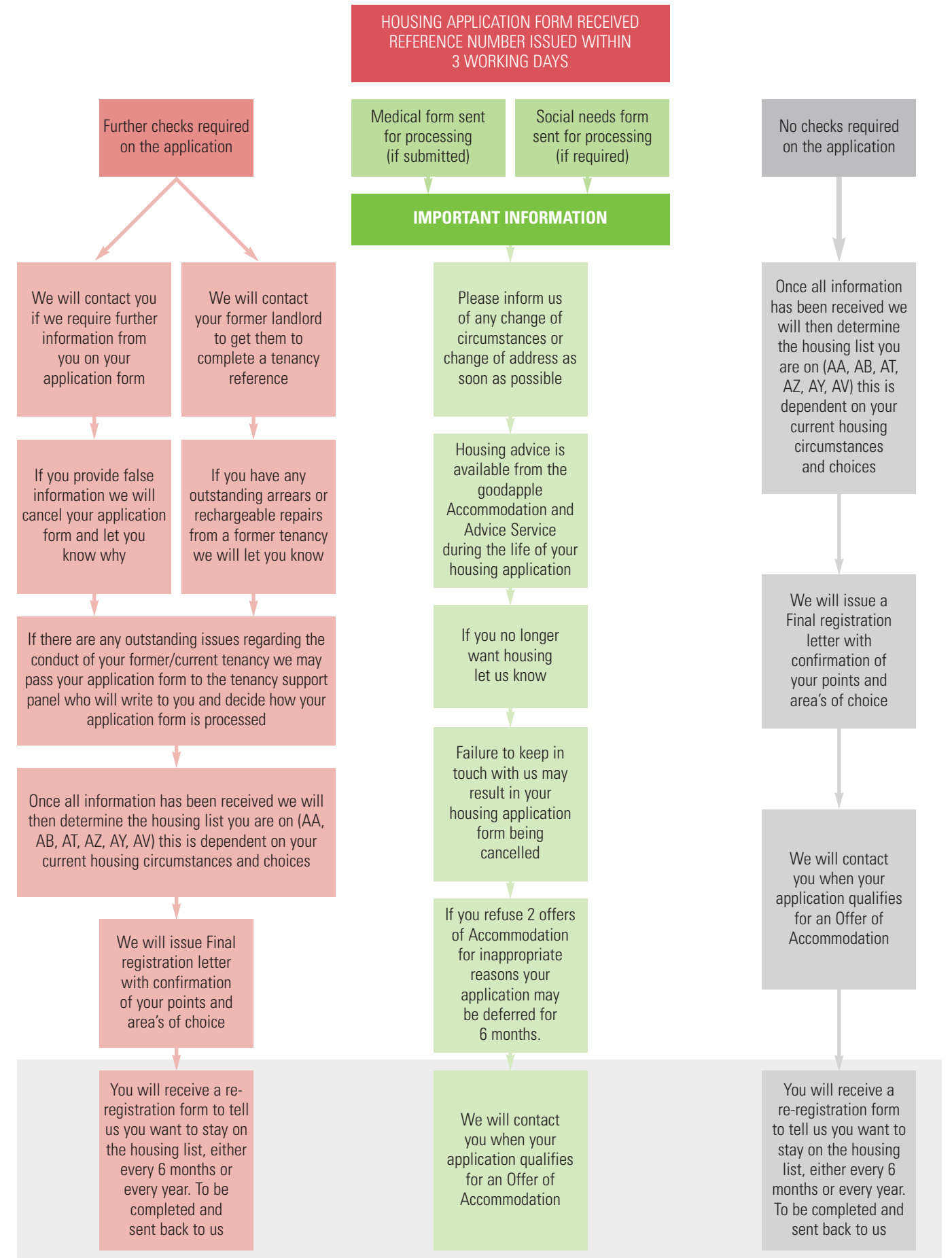
7 If the applicant is the tenant of a private landlord and cannot provide proof of maintenance of satisfactory rent payments.

Such applications will be deferred for an agreed period and the applicant notified in writing of the reasons and action they are required to take. On expiry of the deferment goodapple homes staff will carry out a follow up visit to confirm the applicant's suitability for further offers of housing.

Deferment for "inappropriate" refusal of offer

If an applicant refuses two offers for what are considered inappropriate reasons, their application may be deferred from the housing lists for a period of six months. Applicants will be advised if the reason they have given for refusal is considered an inappropriate reason. This will usually be refusing an offer even though it meets the requirements the applicant specified in their application. An example of this might be refusing a property because it is in a particular housing area, where the applicant has advised goodapple that they wish to be considered for that property type in that area.

Getting a goodapple home - at a glance diagram



Useful Contacts

goodapple Accommodation and Advice Service

Ground Floor
St Nicholas House
Upperkirkgate
Aberdeen
AB10 1BX
Telephone: 01224 523151 (for surnames beginning with A-L) or
01224 523139 (for surnames beginning with M-Z)
Email: goodappleapplication@aberdeencity.gov.uk

Selections Unit

Neighbourhood Services (Central)
1st Floor St Nicholas House
Upperkirkgate
Aberdeen
AB10 1AX
Telephone: 01224 523790 or 01224 523751

If you require an interpreter to help understand this leaflet please contact:

Public Interpreting and Translation Service
Community Planning and Regeneration
St Nicholas House,
Broad Street,
Aberdeen
Telephone 01224 523542
www.aberdeencity.gov.uk/goodapple