

# SHOP: HOUSING OPTIONS

Guidance notes for applicants





**These notes are provided as a basic guide to assist you with your SHOP application.**

**By following this simple guidance, you will ensure that your application is assessed as accurately as possible and you are matched to accommodation which is most suitable for your needs.**

If you need a language translation, braille, large print or audio tape version of any of this information, please contact your local Bield, Hanover (Scotland) or Trust office. The details of all of our offices can be found in this pack. The application form is available as standard in Bengali, Punjabi, Urdu, Hindi, Cantonese and Arabic and can be downloaded from [www.EqualityScotland.com](http://www.EqualityScotland.com).

এই তথ্যটুকু অন্য কোনো ভাষায়, ব্রেইলে (অক্ষলিপিতে), মোটা হরফে (লার্জ প্রিন্টে) অথবা ক্যাসেটে (অডিও টেইপে) চাইলে অনুগ্রহ করে আপনার এলাকার বিল্ড হাউজিং এসোসিয়েশন, হ্যানোভার (স্কটল্যান্ড) হাউজিং এসোসিয়েশন অথবা ট্রাস্ট হাউজিং এসোসিয়েশনের অফিসে যোগাযোগ করুন। আমাদের সব অফিসের বিস্তারিত এই তথ্যপত্রাদিতে পাবেন। বাংলা, পাঞ্জাবী, উর্দু, হিন্দি, ক্যান্টোনিজ এবং আরবী ভাষায় অনুবাদ [www.EqualityScotland.com](http://www.EqualityScotland.com) ওয়েবসাইট থেকে ডাউনলোড করা যাবে।

ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਜਾਣਕਾਰੀ ਦੇ ਇਸੇ ਵੀ ਭਾਗ ਦਾ ਹੋਰ ਭਾਗ ਵਿੱਚ ਅਨੁਵਾਦ, ਬਰੇਲ, ਵੱਡੀ ਛਪਾਈ, ਜਾਂ ਸੁਣਨ ਵਾਲੀ ਟੇਪ ਦਾ ਰੂਪ ਚਾਹੀਦਾ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਆਪਣੇ ਸਥਾਨਕ ਬੀਲਡ, ਹੈਨੋਵਰ (ਸਕੋਟਲੈਂਡ) ਜਾਂ ਟਰਸਟ ਚਫਤਰ ਨਾਲ ਸੰਪਰਕ ਕਰੋ। ਸਾਡੇ ਚਫਤਰਾਂ ਦਾ ਵੇਰਵਾ ਇਸ ਪੈਕ ਵਿੱਚ ਸ਼ਾਮਲ ਹੈ। ਇੱਕ ਮਿਆਰੀ ਅਰਜ਼ੀ ਫਾਰਮ ਬੰਗਾਲੀ, ਪੰਜਾਬੀ, ਉਰਦੂ, ਹਿੰਦੀ, ਕੈਨਟੋਨੀਜ਼ ਅਤੇ ਅਰਬੀ ਵਿੱਚ ਮਿਲ ਸਕਦਾ ਹੈ ਅਤੇ [www.EqualityScotland.com](http://www.EqualityScotland.com) ਤੋਂ ਡਾਊਨਲੋਡ ਕੀਤਾ ਜਾ ਸਕਦਾ ਹੈ।

اگر آپ کو اس میں سے کوئی بھی معلومات کسی زبان میں ترجمے، بریل، بڑی طباعت یا آڈیو ٹیپ کی صورت میں درکار ہیں تو براہ مہربانی اپنے مقامی بیلڈ (Bield)، بین اوور (سکاٹ لینڈ) (Hanover(Scotland)) یا ٹرسٹ (Trust) کے دفتر سے رابطہ کریں۔ ہمارے تمام دفاتر کی تصیلات اس پیک میں مل سکتی ہیں۔ درخواست فارم بنگالی، پنجابی، اردو، ہندی، کینٹونیز اور عربی زبان میں دستیاب ہیں اور [www.EqualityScotland.com](http://www.EqualityScotland.com) سے ڈاؤن لوڈ کئے جاسکتے ہیں۔



यदि आपको इस में से किसी भी जानकारी के भाषा अनुवाद, ब्रेल, बड़े अक्षरों वाले या ऑडियो टेप प्रारूप की ज़रूरत हो, तो कृपया अपने स्थानीय बिल्ड, हैनावेर (स्कॉटलैंड) या ट्रस्ट ऑफिस से संपर्क करें। हमारे सभी ऑफिसों की जानकारी इस पैक में मिल सकती है। सामान्य रूप में एप्लिकेशन फॉर्म बंगाली, पंजाबी, उर्दू, हिन्दी, कैंटोनीज़ और एरेबिक में मिल सकता है और [www.EqualityScotland.com](http://www.EqualityScotland.com) से डाउनलोड किया जा सकता है।

任何在此提供的資料，若您需要文字翻譯、盲文、大字列印或錄音帶版本，請與您社區的信托(Trust)、漢奧化(蘇格蘭) <Hanover(Scotland)> 或貝爾特(Bield)房屋協會的辦公室聯絡。有關我們所有辦公室的資料可於本資料夾中查看到。申請表僅以孟加拉文、旁遮普文、印度文、廣東話以及阿拉伯文提供，此表並可於 [www.EqualityScotland.com](http://www.EqualityScotland.com) 下載。

إن احتجتم إلى ترجمة لغوية لأيّ من هذه المعلومات أو إلى الحصول عليها بلغة برايل أو بطباعة الحروف الكبيرة أو على أشرطة تسجيل صوتية فالرجاء الاتصال بمكتب جمعية الإسكان المحلي القريب منكم التابع لجمعية بيلد Bield أو جمعية هانوفر Hanover (اسكتلندا) أو جمعية ترست (Trust). يمكنكم العثور على بيانات كافة مكاتبنا ضمن هذه الرزمة. يتوفر نموذج الطلب هذا عادةً باللغات البنغالية والبنجابية والأردية والهندية والصينية (الكانتونية) والعربية ويمكنكم تنزيله إلكترونياً من الإنترنت من الموقع [www.EqualityScotland.com](http://www.EqualityScotland.com).

## 1. Completing the form

- Please complete the form in full, answering all questions. The information you provide will be used to assess your application and determine your need for housing according to each landlord's allocation policy.
- This form is an application for all types of housing, therefore there may be some questions which you believe do not apply to you. If this is the case, please tick 'No' or write 'not applicable'. **Do not leave any questions blank.**
- If any questions have not been completed, then this may delay your application being processed. We may even have to return the form to you. It could also mean your application is not correctly assessed.



- Please provide further details where this is requested on the form. Providing this additional information will help in the assessment of your application.
- Please note that the questions apply to everyone included in your application. That is, yourself and also anyone else who will be moving with you - so please remember to take everyone into account when answering the questions. (For example, if you have an older relative who will be moving with you, and they have problems with mobility, then this should be noted on your application at the relevant question(s)).
- Once fully completed, the form should be signed, dated and returned to one of the offices of the landlord responsible for your first choice development.
- The form can only be signed by the applicant, or someone holding Power of Attorney for them. If it is being signed by someone having Power of Attorney, then a copy of the legal authorisation must be provided with the application.
- In signing the declaration at the end of the form, you are confirming that the information you have given is true and correct. You should be aware that if you provide false or misleading information, then this could result in us ending your tenancy, or withdrawing an offer of tenancy.
- If you have any difficulty in completing the application form, or require further information, please contact any of the offices listed at the end of these guidance notes and a member of staff will be happy to assist you.



- **Council Nominations** - in most areas, there is a nomination agreement between the SHOP landlords and the local Council for the allocation of some types of housing. This means that the Council is normally asked to nominate applicants from its own housing list for every second vacancy which arises. It is recommended, therefore, that as well as completing your SHOP application form, you also make an application to your local Council to maximise your opportunity to be rehoused.

## 2. Confidentiality & data protection

- The information you provide in your form will be treated as confidential. It will be used for the purposes of assessing your application and held on the SHOP database.
- Only the SHOP landlords will have access to your information, however please note that this may be disclosed to other agencies, such as the Council or NHS providers, to ensure your housing needs and housing support needs are efficiently dealt with. The information will be used for these purposes only.
- You have the right to ask for a copy of the information held about you by the SHOP landlords. A standard fee, to cover administrative costs, is payable for the provision of such information.



### **3. How is my application assessed?**

- Your application will be assessed according to each landlord's allocations policy based on the answers you provide in the form. This is why it is important for you to complete the form as fully and as accurately as possible, providing any additional information where requested.
- If you apply for more than one landlord, then your application will be assessed separately for each landlord in accordance with their individual policies.
- Because each landlord has a different allocations policy, the points you are awarded and your priority on the list for one landlord may be different from that of another.
- A copy of each landlord's allocations policy is available on their website or on request from any of their offices.
- Should you wish to discuss any aspect of an allocations policy or how your application has been assessed, please contact the individual landlord concerned at one of the addresses listed at the end of these notes.

### **4. What type of housing will I be considered for?**

- Under the terms of the Housing (Scotland) Act 2001, anyone aged 16 and over can apply to be added to the SHOP housing list. However, you should be aware that the design of some types of housing, and the support or care services provided, make them more suitable for some people than others. Each landlord provides housing and support services mainly for older people, and will allocate their housing in accordance with their own allocations policy.



- Based on the information you provide, we may decide that the housing in the area for which you have applied is not suited to your needs. If this is the case, we will contact you to discuss other options.
- The types of housing provided by the SHOP landlords are described in the List of Developments included in your application pack. Some developments may have more than one type of housing. On your application form at Question 2a, please specify the type of housing (i.e. sheltered, amenity, general needs etc.), as well as the development(s) you are applying for.

## **5. What happens next?**

- Once your completed application form has been returned, it will be input onto the SHOP system where it will be assessed in accordance with the allocations policy of each landlord for whom you have applied.
- The office which will be responsible for administering your application will be the one which deals with your first choice development. If necessary, your form will be forwarded automatically to the appropriate office.
- You will receive a letter within 28 days confirming that your application has been added to the housing list and advising you of your points. However, you should note that currently Hanover (Scotland) Housing Association does not notify applicants of their points totals.
- Please note that we may request additional information if it is felt necessary to fully assess your application.



- If you are being considered for a vacancy or if you are amongst the top pointed applicants on the list, then a home assessment may be carried out. The purpose of the assessment is to verify the details provided in your form and to ensure that no information relevant to your application has been missed.
- Any assessment will be arranged with you in advance for a mutually convenient time. It will be considered to be a joint assessment for all landlords. This means that if you have already been visited recently by one SHOP landlord, then you will not normally require another assessment from another SHOP landlord.

## **6. How long will I have to wait?**

- For each landlord this may be different. It will depend on a number of factors:
  - a) the number of points you are awarded;
  - b) the areas you have chosen;
  - c) how many suitable properties become vacant.
- No account is taken of the length of time you have been on the list, except in the case where two applicants have equal points.

## **7. How long will my name stay on the list?**

- You will be contacted annually to check that you want your name to remain on the housing list. This date is known as your 'review date'.



- If you do not respond, a reminder letter will be sent to you. If there is still no response, we will assume you are no longer interested. Your name will then be removed from the list and your SHOP application will be withdrawn.
- If you have forgotten or been unable to respond, and did not wish to be withdrawn, please be assured you can reapply at any time. As applications are assessed on need, and waiting time is **not** taken into account, this will not have disadvantaged your application for housing.
- If you have contacted us prior to your review date and we know you are still interested, then we will not write to you again until a year later.

## 8. What if my circumstances change?

- It is important that you inform us as soon as possible of any changes in your circumstances, as this may affect how your application is assessed, and the points you have been awarded may change.
- Depending on the circumstances, it may be necessary for you to complete a new application form, for example if you have changed address.
- If you do not tell us about a change, this may result in you being made an offer of tenancy which you should not have received. If the offer has been made on the basis of incorrect information, then it may be withdrawn.



## 9. Appeals & complaints

- The SHOP landlords strive to provide the best possible service and aim to ensure that they carry out their business in a professional manner, which is satisfactory to everyone concerned. However, it is recognised that occasions may arise where this is not the case.
- Each landlord has their own Appeals Process and Complaints Policy. Any appeals or complaints received will be dealt with in accordance with the procedures of the landlord concerned. A copy of each landlord's Complaints Policy is available on request.
- If you are unhappy about any aspect of the SHOP process or how your application has been dealt with, or if you wish to appeal a decision taken regarding your application, then please contact the individual landlord concerned immediately.
- After you have gone through a SHOP landlord's own complaints procedure, if you are still unhappy with the response then you have the right to take your complaint to the Scottish Public Services Ombudsman, 4 Melville Street, Edinburgh EH3 7NS, or SPSO, Freepost EH641, Edinburgh EH3 0BR. Telephone: 0800 377 7330. Text: 0790 049 4372. Email: [ask@spsso.org.uk](mailto:ask@spsso.org.uk). Web: [www.spsso.org.uk](http://www.spsso.org.uk).

## Landlord Contact Details

### **Bield Housing Association Ltd**

#### **Registered Office**

79 Hopetoun Street  
Edinburgh EH7 4QF  
Tel: 0131 273 4000  
Fax : 0131 557 6327

#### **Glasgow Office**

Unit 6  
Craighall Business Park  
7 Eagle Street  
Glasgow G4 9XA  
Tel: 0141 270 7200  
Fax: 0141 331 2686

#### **Dundee Office**

1 Bonnethill Gardens  
1 Caldrum Terrace  
Dundee DD3 7HB  
Tel: 01382 228911  
Fax: 01382 224088

E-mail: [info@bield.co.uk](mailto:info@bield.co.uk)  
Web Site: [www.bield.co.uk](http://www.bield.co.uk)

Scottish Charity No SC006878

### **Trust Housing Association Ltd**

#### **Registered Office**

12 New Mart Road  
Edinburgh EH14 1RL  
Tel: 0131 444 1200  
Fax: 0131 444 4949

#### **West Regional Office**

Pavilion 5 (First Floor)  
Watermark Business Park  
345 Govan Road  
Glasgow G51 2SE  
Tel: 0141 227 1994  
Fax: 0141 427 6479

E-mail: [info@trustha.org.uk](mailto:info@trustha.org.uk)  
Web Site: [www.trustha.org.uk](http://www.trustha.org.uk)

Scottish Charity No SC009086

### **Hanover (Scotland) Housing Association Limited**

#### **Eastern Area Office**

95 McDonald Road  
Edinburgh EH7 4NS  
Tel: 0131 557 7404  
Fax: 0131 557 1280

#### **Western Area Office**

Pavilion 5 (First Floor)  
Watermark Business Park  
345 Govan Road  
Glasgow G51 2SE  
Tel: 0141 553 6300  
Fax: 0141 553 6329

#### **Northern Area Office**

12 Institution Road,  
Elgin IV30 1QX  
Tel: 01343 548585  
Fax: 01343 549519

E-mail: [admin@hsha.org.uk](mailto:admin@hsha.org.uk)  
Web Site: [www.hsha.org.uk](http://www.hsha.org.uk)

Scottish Charity No SC014738

