



Allocation Policy

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Effective from 1 April 2024



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1 Introduction

- 1.1. At Bield, we make it possible for more people to live their best lives, at home, surrounded by a supportive community.
- 1.2. We recognise that our approach to allocating homes is of utmost importance. Our primary goal is to ensure that those who are most in need are provided with our housing while making the best use of our housing stock.
- 1.3. Our policy is built upon a strong foundation of core values, which define who we are and how we operate. These values are at the heart of everything we do:

| | |
|------------------------|---|
| Honesty | We believe in being transparent and truthful in all interactions and decision-making processes |
| Equality and Diversity | We value and celebrate diversity and treating everyone with equal respect and consideration |
| Ambition | We are driven by a determination to make a positive impact and continually improve the lives of those we serve. |
| Dignity | Every individual's dignity is of utmost importance to us and we strive to uphold it in every aspect of our services |
| Integrity | Operating with integrity is non-negotiable for us and we are committed to maintaining the highest ethical standards |
| Caring | Our genuine concern and care for the wellbeing of our tenants and community are the cornerstone of our approach |
| Kindness | We believe in fostering an environment of compassion and kindness, creating a supportive atmosphere for all. |



2. Purpose

2.1. This policy provides a clear and comprehensive framework for the allocation of our homes. This policy is designed to achieve the following objectives

Open and fair allocation

The allocation process should be transparent, open and fair.

Consistent

Every applicant will be given equal consideration, and the selection criteria will be applied consistently to all individuals seeking housing within our community

Address greatest need

Individuals facing urgent housing needs or challenging circumstances will be given higher priority

2.2. By following this policy we expect the following outcomes

Compliance with legal requirements

We are committed to adhering to all relevant legal requirements and regulations that govern housing allocation. The policy will be in line with these legal obligations to ensure a legally sound and responsible allocation process. This includes our responsibilities in relation to addressing the needs of people experiencing homelessness and others in housing need through Section 5 protocol arrangements and nomination agreements.

Fair and non-discriminatory allocations

The policy is designed to promote fairness and non-discrimination in the allocation of tenancies. No individual will be treated unfairly or be subject to discriminatory practices based on any protected characteristic.

Preference to specific groups

Where required by legislation, certain groups or individuals will be given reasonable preference in the allocation process.

Suitability of accommodation

While prioritising those in greatest need, accommodation will meet specific housing requirements of the applicants. We will match individuals to the most appropriate housing, including, if applicable, any integrated care services required.



Effective use of housing stock

We will strive to maximise the efficient use of our available housing stock.

Complement Local Authority Housing Provision

Our housing allocation policy will work in harmony with the housing provision efforts of local authorities in the areas we operate. Collaboration with local authorities will help address the broader housing needs of the community.

3. Equality, Diversity, and Inclusion

3.1. When carrying out this policy we will adhere to our Equality and Diversity Policy which aims to foster diversity, fairness, social justice, and equality of opportunity. An Equality Impact Assessment was carried out in relation to this policy and this is included at [Appendix 1](#).

3.2. In addition to the measures outlined above, we have taken specific steps to further promote equality and inclusion. These steps include:

- Making a large print version available
- Including a translation and interpretation message on the back of the policy
- Making an easy-to-read version of the policy available for individuals with a learning disability.

4. Definitions

4.1. A number of terms are used throughout the policy.

Applicant An individual or household who has formally applied for housing through our housing allocation process.

Application form Structured document used to collect specific information from individuals seeking to apply for housing

My Bield Online portal that applicants can use to register interest and manage applications

Tenancy agreement A legally binding contract between a landlord and a tenant. This agreement outlines the terms and conditions under which the tenant is granted the right to occupy and use the landlord's property in exchange for payment of rent.



5. Access to housing

5.1. This section outlines the process for applying for housing with Bield and the criteria used to determine eligibility for housing allocation.

Eligibility to apply

5.2. Any individual over the age of 16 is eligible to apply to be added to the housing list.

5.3. Applications can be submitted by completing a traditional application or using the online portal, 'My Bield'.

Information gathering

5.4. The application form collects personal and household details, including the applicants' address history for the past three years.

5.5. This information is necessary for conducting tenancy references.

Assessment of need

5.6. In addition to background information, the application form includes questions about the applicant's current living circumstances.

5.7. This allows us to assess the applicant's specific need for housing, which is further explored in [Section 10 Assessment of need](#).

5.8. During the admission process to the housing list, certain factors **WILL NOT** be taken into account, including

- Property ownership
- Applicant's or household members' income of an applicant or anyone to be housed with them
- Any previously settled tenancy debts
- Any outstanding liabilities on properties where the applicant was not the tenant when the debt was accrued;
- Outstanding tenancy debts of up to one month's rent
- Outstanding tenancy debts where the applicant has a payment arrangement in place for at least three months and is adhering to it.

Development choice

5.9. Applicants are not restricted in the number of development choices or areas for which they can apply.

5.10. Local connection is not a requirement, although preferences may be considered for specific needs in certain areas (see Section 10.9).

Age criteria

5.11. Most of our homes are intended for individuals aged 60 and over.



- 5.12. Some developments may have a lower age threshold of age 50, and these are marked on the development brochure.
- 5.13. In exceptional circumstances, we may allocate housing intended for older people to applicants below the age threshold. This may occur if the younger applicant has similar housing support needs, would benefit from the provided services, or due to specific local lettings plans or design issues.
- 5.14. At times, we may have specific arrangements with local authorities that result in a different age limit for certain properties. Such arrangements will be outlined in individual agreements and contracts between Bield and the local authority.

Informing prospective applicants

- 5.15. We will provide information about this housing allocation policy to prospective applicants, ensuring they are aware of available housing options and the likelihood of being housed from within Bield's housing stock

Specialist homes allocation

- 5.16. For housing designated as 'specialist stock', (e.g. specially adapted for wheelchair users or for providing services for profoundly deaf tenants), we will first prioritise applicants who have specific need for such housing and meet the specified age criteria.
- 5.17. After that, consideration will be given to applicants outside the standard age group but who require specialist stock.

6. Nomination Agreements

- 6.1. This section outlines the process of nomination agreements between Bield and local authorities to increase access to housing and assist in meeting strategic housing objectives.

Objectives of nomination agreements

- 6.2. The primary aim of entering into nomination agreements with local authorities is twofold:
- To expand access to our housing opportunities to those who have not applied directly to Bield but are on the local authority's housing list
 - To provide an opportunity for Bield to assist local authorities in achieving their housing allocations efforts, ensuring applicants are considered for available housing opportunities and contributing to the overall improvement of housing outcomes in the areas where we operate.



Written nomination agreements

- 6.3. We will establish and update written nomination agreements with each local authority where we have stock within their area and we operate a housing list.
- 6.4. These agreements typically involve Bield offering a certain percentage (eg 50% or as specified in an individual agreement) of our void properties each year to be allocated to applicants nominated from a local authority's housing list.
- 6.5. However, certain housing types or specific developments may be excluded from these agreements in specific areas.

Assessment of nominated applicant

- 6.6. Nominated applicants from local authorities will typically be assessed in accordance with our housing allocation policy, unless there is an alternative agreement with a specific local authority.

7. Section 5 protocol agreements

- 7.1. This section outlines the agreements and responsibilities between Bield and local authorities to support individuals experiencing homelessness, specifically as it relates to Section 5 protocols.
- 7.2. We will aim to establish and update written protocol agreements with each local authority in whose area we have homes. These protocols aim to fulfil our commitment to assisting local authorities by providing housing for individuals experiencing homelessness when requested.
- 7.3. In forming the protocol agreements, we will take into account any specialist stock and integrated care and/or housing support services we offer. This ensures that any applicants referred under this process have a need for the housing and related services.
- 7.4. The establishment of these protocol agreements underscores our dedication to supporting local authority partners in addressing homelessness and meeting housing needs of vulnerable individuals, and promotes a collaborative effort in providing access to housing for those most in need.

8. Other referrals

- 8.1. This section addresses situations where certain housing types or specific developments have alternative arrangements for accessing housing, such as referrals from social work or other agencies.



- 8.2. Some developments have specific arrangements in place for accessing housing, such as Housing Options for Older People (HOOP) in Glasgow and certain developments in Dundee and Edinburgh.
- 8.3. Applicants will be informed if any of their housing choices require different referral procedures.
- 8.4. By providing clear and upfront communication about these particularly referral processes, we aim to ensure transparency and assist applicants in understanding the requirements for accessing specific housing types or developments.

9. Other common housing registers (CHRs)

- 9.1. This section addresses our involvement with CHRs in different local authority areas.
- 9.2. A Common Housing Register (CHR), typically managed by a local authority or partnership of housing providers, serves the purpose of allowing individuals and households to apply for social housing within a specific geographic area.
- 9.3. Whilst we may not always participate as a full partner in every CHR due to the geographical spread of our homes, we remain committed to collaborating with local authorities and other housing providers to expand housing options for applicants. We will actively engage with other CHRs to facilitate the sharing of information and ensure applicants have access to a wider range of housing opportunities.
- 9.4. For specific local authority areas, we may decide to become a participant in their CHR. This involvement would entail making allocations outside our standard allocation system. In such cases, we may join choice-based lettings initiatives, which may require deviations from the policies outlined in this document.



10. Assessment of need

- 10.1. This section outlines how we will allocate homes based on housing need and gives preference to applicants in specific circumstances.
- 10.2. Our housing allocation prioritises applicants based on their housing needs, and where applicable, their care needs.
- 10.3. To ensure that those with greatest need are given priority, we use a point system for assessment.
- 10.4. The points system, along with definitions and explanatory notes, is provided in [Appendix 2](#) and [Appendix 3](#).

Point categories

- 10.5. The points system is divided into the following categories:
 - A. Living situation
 - B. Property condition
 - C. Personal safety – which includes **domestic abuse**
 - D. Residential capacity
 - E. Shared facilities
 - F. Mobility
 - G. Social circumstances

Awarding points

- 10.6. Applicants receive points in the categories mentioned above, based on their living circumstances, which determines their need for housing compared to other applicants at the same time.
- 10.7. For integrated services like Retirement Housing Plus, the assessment of care needs is agreed upon within the local authority and detailed in agreements and contracts held with those organisations.

Reasonable preference

- 10.8. This policy gives reasonable preference to applicants who:
 - are homeless or threatened with homelessness and have unmet housing needs
 - live in housing that does not meet the tolerable standard or are living in unsatisfactory housing conditions, and have unmet housing needs;
 - live in overcrowded housing (i.e. not enough bed spaces)
 - are social housing tenants under occupying their current home (too many bed spaces)
 - are social housing tenants in specially adapted homes but no longer require the adaptations



- require a specially adapted property but currently live in unsuitable housing

10.9. Unmet housing need refers to housing needs that cannot be met within the available housing options.

10.10. Specially adapted homes could include, but are not limited to:

- Adapted for wheelchair users
- Extra sprinkler systems
- Visual and auditory alerts
- Ramped entrances
- Automatic door openers

Weighting

10.11. The points system is weighted to ensure that applicants in the mentioned priority groups receive sufficient points for higher priority on the housing list.

Priority for transfer applicants in priority need groups

10.12. Tenants seeking a transfer based on the priority need groups will be prioritised and featured at the top of a shortlist for suitable available properties

Priority reasons for area preference

10.13. Applicants with specific needs to move or remain in an area may have priority due to reasons such as

- Requiring or giving support
- Difficulty accessing amenities
- Wanting to be near family
- Experiencing cognitive or physical vulnerability
- Facing harassment
- Survivors or perpetrators of domestic abuse

10.14. If two applicants have equal points, the date of application will be used to determine allocation priority.



11. Pre-allocation assessment

11.1. All applicants who are to receive an offer of housing must have received a pre-allocation assessment either as

- a home visit assessment within their current housing,
- a visit to a local development,
- or a telephone assessment.

11.2. Prior to an offer of tenancy being made a pre-allocation assessment must normally have taken place within the previous twelve months.

11.3. We will decide on the type of assessment required based on the information available at the pre-allocation stage, however, face to face visits will generally be triggered when the applicant indicates any of the following:

- Unsuitable property conditions
- Personal safety
- Mobility
- Rehousing based on a physical or cognitive impairment.

11.4. The purpose of the pre-allocation assessment is:

- to verify the accuracy of an applicant's living circumstances as stated in their application
- to ensure no information pertinent to their application has been omitted
- to confirm any housing support or other needs they may have
- to answer any questions they may have about the application and allocation process
- to provide information about the type of services provided
 - to ensure that an applicant's needs can be met through their choices of housing;
- to clarify with the applicant, rent and other related charges (where appropriate) and to provide welfare benefits advice to ensure the applicant is able to meet the charges should a tenancy be accepted.

11.5. Further information may be sought, such as a medical report or social work assessment, before progressing the application any further where we are:

- unable to verify or confirm the applicant's circumstances as outlined in 11.2, or
- where an applicant's support needs appear too high to be addressed by being rehoused in one of our developments, or



- where any other concerns are raised from the pre-allocation assessment that were not apparent from the application form.

11.6. In such cases, an applicant may not be considered for an offer until this information has been received and the situation confirmed.

11.7. Applicants with very high support needs may only be made an offer of housing where it is confirmed that an appropriate level of additional housing support (and care if applicable) will be put in place by other agencies to enable the applicant to sustain a tenancy.

11.8. We reserve the right to actively not consider an applicant where it has been confirmed that their needs could not be met in their choice of housing and/or where an appropriate level of support from outside agencies will not be available to them.

11.9. If this were to be the case, the applicant would be advised of this decision and the reasons for it, and informed of their right to appeal.

12. Allocation of housing

12.1. This section describes our approach to allocating housing based on the needs and priorities of applicants.

12.2. Our primary goal is to allocate housing to individuals with the most urgent housing needs.

12.3. To achieve this, housing offers will typically be made to the applicant with the highest points for a specific development at the time a vacancy becomes available.

12.4. However, certain requirements outlined in Section 13 to 16 must be met for the offer to be valid.



13. Household composition and bedroom matching

13.1. This section outlines the criteria for matching applicants with available properties based on their household composition and bedroom requirements.

Size matching

13.2. To be considered for a property, the applicant's household size should match the property's size according to the established rules and criteria.

13.3. Applicants will be considered a match if they require exactly the same number of bedrooms as the available property and need the same number of bedspaces or one bedspace less (details provided in [Appendix 4](#)).

13.4. Applicants requiring more bedspaces than the available property will not be considered, as we are committed to preventing households from being overcrowded.

13.5. If there are no applicants on the list who match the property's size according to the criteria, we will consider applicants who match the size below the available property.

Seeking nominations

13.6. If no suitable matches are found after considering the list and the size below, we will collaborate with the local authority and/or other housing providers to seek nominations for the available property.

14. Bedroom matching criteria for children

14.1. While the majority of our homes are designed for older people, we have a limited number of general-needs homes available for families.

14.2. This section provides the bedroom match rules for households with children in our general needs homes.

14.3. When there are children in the household, the following bedroom match rules will typically apply:

- two children of the same sex under the age of 16 can share a double bedroom;
- two children of different sex under the age of 10 can share a double bedroom.

14.4. We are committed to preventing overcrowding situations. Therefore, allocations will never be knowingly made that result in two children sharing a bedroom with only a single bedspace.



15. Stock/needs match

15.1. This section explains how we consider the matching of applicants' choices and needs with the available housing stock.

15.2. In addition to considering property size, the Allocations Policy also focuses on aligning applicants' preferences and requirements with the available housing options.

15.3. To ensure that housing offers are reasonable and well-suited to applicants' needs, the shortlisting process takes into account the following factors

- Development choices
We will consider the applicant's preferred developments or areas
- Floor level needs or preferences
We will consider the applicant's preference for a specific floor level (e.g. ground floor, higher floors)
- Bathing facility needs or preferences
We will consider the applicant's specific needs for bathing facilities (e.g. accessible bathrooms, level access showers etc)
- Adaptation requirements
We will consider any adaptations or accessibility features needed by the applicant
- Mobility and access issues
We will assess the housing options based on the applicants mobility and access requirements.
- Need for housing support
We will consider if the applicant requires additional support services.



16. Up to date information

16.1. This section emphasises the importance of having all required information from applicants up to date for the allocation process.

Timeline of information

16.2. To be eligible for an offer, all information required for the applicant must be current and up to date. This includes the pre-allocation assessment, which should not be older than twelve months.

16.3. Additionally, any necessary supporting information from the applicant or relevant parties, such as confirmation of payment arrangements for outstanding arrears, care assessments, tenancy references, etc, must be received and deemed satisfactory.

16.4. If any required information is still outstanding or not up to date, the application will be considered incomplete, and the applicant will not be eligible for an offer.

16.5. In such cases, the allocation will move on to the next highest pointed person on the list for the same development.

16.6. Ensuring that all information is current and complete is crucial for the fair and efficient allocation of housing. This approach helps to maintain accurate applicant records and ensures that housing offers are made to individuals with the most up-to-date and relevant information available.

17. Offers and refusals

17.1. This section outlines the process of making offers to applicants and handling refusals.

17.2. We aim to make offers that align with applicant's requirements based on the criteria specified in Sections 12 – 16. Applicants are offered three working days to view and either accept or reject the offer.

17.3. If the top pointed applicant on the list refuses an offer for a vacancy, the offer will be extended to the next highest pointed applicant on the list. This process continues until the property is successfully allocated.

17.4. If an applicant refuses an offer, a survey will be issued to gather as much feedback as possible about their refusal reason. This information will be used to update their application to ensure that any future offers align more closely with their requirements, reducing the likelihood of further refusals.



- 17.5. Applicants who repeatedly refuse offers without satisfactory reasons can disrupt the allocation process and lead to increased void times for properties, which has cost implications for existing tenants. Therefore, if an applicant refuses a total of two offers within a twelve-month period without satisfactory reason, their application will be suspended from receiving offers for one year (see section 25).
- 17.6. A satisfactory reason for refusal is considered to be any factor that prevents an applicant from accepting the offer, despite being an offer they would have accepted under different circumstances. Examples of satisfactory reasons include
- going on an extended holiday
 - bereavement or
 - hospitalisation
 - circumstances beyond their control

18. Transfers and mutual exchanges

- 18.1. This section explains the process and conditions for transfers and mutual exchanges for tenants.

Transfers

- 18.2. A transfer occurs when a tenant moves to another property within our stock, either within the same development or in another development. Moving to a property owned by a different social housing provider is not classed as a transfer.
- 18.3. Tenants who wish to transfer must apply to be added to the housing list, following the same procedure as external applicants.
- 18.4. Their application will then be assessed and considered in the same way as other external applicants.
- 18.5. The only exception to the regular transfer process relates to applications from current tenants who wish to transfer to another property within Bield due to under occupancy or the need to move into or out of a home that has been specially adapted (see section 10.5).
- 18.6. The criteria we use to determine under occupancy differs slightly from the Department of Work and Pensions' rules relating to welfare benefit entitlement. We will provide advice and information to ensure that tenants can make informed decisions before accepting a tenancy allocation.
- 18.7. Before a transfer can be approved, the following conditions should typically be met



- Transferring tenants must agree to adhere to the standard tenancy ending conditions stated in their tenancy agreement.
- The current property's decorative condition, cleanliness and state of repair should be acceptable to allow reletting without decoration costs. If not, the tenant may be required to bring it up to standard or cover our costs for redecoration.
- Tenants should agree to clear the property of all furniture and personal effects and leave it in a clean and tidy condition.
- Transferring tenants must have conducted their tenancy satisfactorily and will be subject to the same conditions of suspension (see Section 25).
- Transfers required due to property improvement or rehabilitation work, or due to long-term decants, will be treated as Management allocations (see Section 21).

Mutual exchanges

18.8. Tenants have the option to apply for a mutual exchange with another tenant of any housing association or local authority. To undertake such a move, certain rules and conditions typically apply:

- Each party to the exchange must have held a tenancy for a minimum of 12 months before making the application
- Potential incoming exchange tenants must meet the size eligibility, age and housing support needs criteria for the property and development they propose to move into
- Each landlord must be agreeable to the exchange and both tenancies must have been conducted satisfactorily
- Exchanging tenants must agree to accept the properties in the condition as seen
- A satisfactory tenancy reference will be required for all external parties involved in the mutual exchange

18.9. All mutual exchange applicants will be subject to the same conditions of suspension (see section 25).

Right to refuse

18.10. We reserve the right to refuse to agree to an exchange request if it does not meet the condition stated.

18.11. For further details, please refer to our Mutual Exchange policy.

19. Special arrangements and sensitive lets

19.1. This section addresses special arrangements and sensitive allocation processes that may apply in certain areas or for specific developments.



19.2. In certain areas or for particular developments, there may be specific agreements in place with the local authority, which result in housing allocation deviating from the standard policy.

19.3. These special arrangements may include:

100% nomination arrangements for specific developments, where all allocations are made based on nominations from local authority

Joint assessment or referral arrangements for more specialised housing stock or services, involving collaboration between the housing provider and other agencies or organisations.

Sensitivity in allocations

19.4. In cases where there are individual properties within a development that differ in housing type or have unique service provisions compared to the rest of the tenants, consideration will be given to the main client group residing in that development.

19.5. Allocations to these properties will be made in a sensitive manner, taking into account the specific needs and preferences of potential tenants to ensure suitable matches.

20. Local lettings initiatives

20.1. This section discusses the use of local lettings initiatives for different parts of the housing stock or specific areas.

Purpose of local lettings initiatives

20.2. Local lettings initiatives may be implemented on occasion when a different approach is deemed necessary for certain areas or specific properties within the housing stock.

20.3. Local lettings initiatives may be considered in various scenarios, such as:

- Stimulating interest in areas with low demand housing
- Prioritising allocations to local communities in high demand areas where housing supply is limited and local residents face challenges in accessing housing. We may consider this if it is believed a different approach is required in a certain area. For example, local initiatives may be felt necessary to stimulate interest in areas of low demand or, conversely in areas of high demand and short supply, to prioritise allocations to local communities who would otherwise have difficulty accessing housing.

Development of local lettings plan



20.4. Before implementing a local letting initiative, a clear and comprehensive local lettings plan must be drawn up. This plan should outline the specific aims and objectives of the initiative.

Monitoring and review

20.5. We are responsible for monitoring the local lettings initiative to ensure that it effectively achieves its stated aims and does not lead to any unexpected consequences.

20.6. Regular reviews of the initiative should be conducted to assess its continued validity and effectiveness.

20.7. Any proposed local lettings initiative must comply with the relevant legislation governing the allocation of homes. The initiative should consider what factors can and cannot be taken into account when making housing allocations, ensuring fairness and adherence to legal requirements.

21. Management allocations

21.1. This section explains the use of management allocations in exceptional circumstances or emergency situations.

21.2. While the policy aims to ensure fair, consistent, and transparent housing allocations based on points system, there may be rare situations where specific circumstances are not covered by the standard points system.

21.3. In very exceptional circumstances or urgent cases where applicants or current tenants have extreme and urgent rehousing needs that fall outside the points system, a management allocation may be considered.

21.4. Similar management allocations may also be made when another social housing provider requests assistance in rehousing their tenant facing similarly urgent or extreme circumstances.

21.5. Management allocations are intended for use only in rare emergency situations when no other suitable options are available within our policy. Such decision must be taken at Housing Services Manager level or above and must be fully documented and reported to the Board for accountability.

21.6. Tenants seeking transfers for medical or other personal reasons will be assessed in accordance with Sections 6 and 7 of this policy and would not routinely be considered for a transfer through the Management Allocations process.



21.7. We will closely monitor the use of any management allocations to ensure their minimal use. If patterns emerge showing that management allocations are frequently made to applicants with similar circumstances, it could indicate a gap in the policy's coverage, prompting a review to ensure applicants' needs are adequately addressed.

22. Reviews

22.1. This section outlines the process for conducting applicant reviews to ensure that the housing applications are up to date.

Annual applicant reviews

22.2. Applicant reviews will be conducted on an annual basis, on or around the anniversary of the applicant's initial application. The purpose of the review is to confirm the applicant's continued interest in being rehoused and to check for any changes in their circumstances.

22.3. If an applicant undergoes a pre-allocation assessment or any other formal written or verbal contact confirming any changes of circumstance prior to the anniversary, this will be considered as the review of the application. Consequently, the next review will be scheduled one year from the date of contact or assessment.

22.4. In the event that an applicant moves to a different address, they will need to complete a new application for housing, as their previous application will no longer be valid for the new address.

Non-responsive applicants

22.5. If an applicant fails to respond to their review contact within 10 working days, they will be sent a reminder to provide them a further opportunity to respond.

22.6. If no response is received to the second correspondence within 10 working days, it will be assumed that the applicant is no longer interested in being rehoused by Bield. As a result, their application will be cancelled.

23. Changes in circumstances

23.1. This section emphasises the importance of applicants promptly notifying us of any changes in their circumstances.

Consequences of not updating information

23.2. Failure to update us about any changes in circumstances may lead to an inaccurate assessment of the applicant's housing needs. Additionally, if an offer of tenancy has been made based on incorrect information, it



could result in the withdrawal of the offer and have an impact on their application (see Section 28).

- 23.3. Promptly notifying us about changes in circumstances ensures that the applicant's application remains accurate and up-to-date, and it allows for fair and appropriate consideration during the housing allocation process. It also helps any misunderstandings or issues that may arise from incorrect information provided during the application process.

24. Deferrals

- 24.1. This section outlines our approach to deferrals, which aims to ensure active engagement from applicants while allowing flexibility for specific circumstances.

Purpose of deferrals

- 24.2. Our approach to deferrals aims to encourage active participation from applicants on the housing list. It also encourages them to make realistic choices and have clear expectations about available properties.
- 24.3. Applicants will receive clear information about the various housing types, services and areas available to them. They will be asked to make their choices based on this information.
- 24.4. Applicants can modify their choices at any time, as long as they meet the criteria for the selected options. If an applicant does not meet the criteria for one or more of their choices, they will be provided with alternative options.
- 24.5. In certain situations, applicants may be interested in immediate housing but are unable to proceed due to circumstances such as illness, upcoming hospital admission, extended holiday, etc. In such cases, the application can be deferred for a maximum of six months.

Long term deferrals

- 24.6. Applicants seeking to defer their application for longer than six months will be required to reapply when they wish to actively seek housing. In such cases, their current application will be cancelled, and they will need to restart the application process. Applicants who wish to defer for any longer than six months will be asked to reapply when they are actively seeking to move.



25. Suspensions

25.1. This section outlines the circumstances under which an applicant may be suspended from receiving offers for a limited period.

Reasons for suspensions

25.2. There may be occasions where the Association considers it appropriate to suspend an applicant from receiving offers for a specific period of time.

25.3. Applicants may be suspended from receiving offers for the following reasons:

Anti-social behaviour

Actions or course of conduct causing or likely to cause alarm, distress, nuisance or annoyance on at least two occasions

Previous convictions

Using a house or allowing it to be used for immoral/ illegal purposes or committing an offence which was punishable by law in or in the locality of the house occupied by the person (or someone they live or have lived with);

Order for recovery for possession

Previous eviction by court order

Abandoning or neglecting a property

Prior repossessions due to abandonment or deterioration

Rent arrears and other tenancy-related debt

Debt exceeding one month's rent without an agreed repayment plan

Making false statements in an application

Knowingly providing false information in the application form

Refusing housing offers

Refusal of two reasonable offers within a twelve month period

Breaches of tenancy

Violation of tenancy terms and conditions

Declaration of being a relevant offender under the Sexual Offences Act 2013

If further investigation required

Housing support care needs mismatch



Inability to secure additional support to sustain a tenancy

Duration of suspensions

25.4. Suspensions from receiving offers will be time-limited, typically up to a maximum of one year, depending on the circumstances. In some cases, the suspension may be pending investigation and will last until the investigation is completed.

25.5. In cases of tenancy breaches or anti-social behaviour, a suspension will be used to monitor any improvement. If no further breaches occur during the specified period, the suspension can be lifted. However, if there is no improvement, a further suspension will be implemented for the same period.

Notification and appeal

25.6. Applicants will be notified in writing about the suspension, its reasons, and the duration. They will also be informed of their right to appeal the decision and the appeal process.

Consideration of personal circumstances

25.7. The decision to suspend an applicant will take into account their personal circumstances and the extent of their housing need.

25.8. The decision to suspend an applicant from receiving offers will be made by our Housing Services Manager or above. Any appeal will be heard by the relevant Head of Service.

26. Cancellation of applications

26.1. This section outlines the circumstances under which an application will be removed from the housing list.

Grounds for cancellation

26.2. Applications will be cancelled and removed from the housing list in the following situations

Applicant request

The applicant voluntarily requests to cancel their application

Death of the applicant

In the unfortunate event of the applicant's death

No response to review correspondence

If the applicant fails to respond to the annual review correspondence



No response to repeated requests for pre-allocation assessment

If the applicant does not respond to repeated request to undergo a pre-allocation assessment

Cancellation after suspension

26.3. In cases where an application has been suspended for a significant period due to concerns about the applicant's housing support and/or care needs not matching the services provided, and they cannot secure additional support from other sources to sustain a tenancy, the application may be cancelled.

26.4. This decision will be made by our Housing Services Manager(s).

27. Tenancy references

27.1. This section outlines our approach to tenancy references for applicants who currently live in rented accommodation.

Request for tenancy reference

27.2. Tenancy references will be requested for applicants who are currently living in rented accommodation.

27.3. The purpose of obtaining these references is to identify any potential tenancy support issues at an early stage and to assess instances of antisocial behaviour. This approach reflects our commitment to existing tenants and our goal of supporting tenancy sustainment.

Unsatisfactory tenancy reference

27.4. If an unsatisfactory tenancy reference is received, we reserve the right to suspend the applicant from receiving offers for up to six months. The suspension is intended to monitor the applicant's tenancy conduct and assess their suitability for future tenancy offers. The suspension period and any related decisions will be handled in accordance with Section 25 of this policy.

28. False or misleading information

28.1. This section addresses our approach regarding false or misleading information provided by applicants on their application forms.

28.2. We are dedicated to ensuring fair allocations, and any attempts by applicants to manipulate the allocation process through false or misleading information are not acceptable.

28.3. Applicants are required to sign a declaration confirming that all information provided in their application is true and correct. If it is



discovered that any answers or statements are false, misleading or that relevant information has been intentionally withheld, the application will be reassessed using accurate information. Furthermore, we reserve the right to suspend the applicant from receiving offers for a specific period of time as set out in Section 25 of this policy.

- 28.4. In cases where offers of tenancy have been made based on false or misleading information provided by the applicant, we reserve the right to withdraw those offers.
- 28.5. Additionally, if it is discovered that an allocation was made based on false information, appropriate actions, including termination of the tenancy and property possession may be taken.

29. Housing options and information

- 29.1. This section outlines our commitment to providing applicants with comprehensive housing options and information.
- 29.2. We strive to offer applicants good quality information regarding available housing options and related services. The objective is to ensure applicants can make fully informed decisions when considering whether to accept a tenancy offer.
- 29.3. Whenever necessary, we will ensure applicants are informed about the broader housing options accessible to them. In cases where we cannot provide the information directly, we will endeavour to acquire the relevant details or guide applicants to appropriate services that can assist.
- 29.4. We will actively promote our services and how to access them to various agencies, such as social work departments and local advice centres. These organisations often engage with eligible applicants who may have an interest in availing themselves of such housing services.

30. Promoting equality through our allocation policy

- 30.1. This section emphasises our commitment to promoting equality through our allocation policy. This is in addition to the information in Section 3 which highlights steps we will take to make the policy itself accessible to tenants and applicants.
- 30.2. No applicant for housing, or anyone involved in their application, will be treated differently or less favourably due to any of the protected characteristics listed in the Equality Act 2010.



30.3. These protected characteristics include

- age
- disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation

30.4. Additionally, any other condition or characteristic that may place an individual at a disadvantage will not be taken into account, unless such consideration can be objectively justified in line with the legislation.

30.5. We will make reasonable adjustments for individuals with disabilities whenever necessary and feasible to ensure equal access and opportunities.

30.6. We recognise that minority groups, such as Black and Minority Ethnic Groups and LGBTQIA+ individuals, may have faced discriminatory attitudes and behaviours throughout their lives, which could impact their confidence in applying for housing.

30.7. To gain a better understanding of applicants who belong to minority groups, we will ask applicants to indicate the groups they identify with. This information will enable us to offer appropriate support, signpost relevant services and provide access to any further assistance available to veterans. The aim is to create an inclusive and supportive environment for all applicants, ensuring they feel comfortable and encouraged to apply for housing.

31. Connections with Bield

31.1. As a social housing provider, we are required to comply with the Scottish Housing Regulator's Regulatory Standards on Governance and Financial Management. This includes having appropriate controls in place to manage potential benefits to its governing members, employees and their close relatives concerning housing allocations.

31.2. To meet these requirements, we have adopted the Scottish Federation of Housing Associations (SFHA) Model Code of Conduct for Board and Committee Members, as well as the Code of Conduct for Staff. These Codes outline the standards of conduct expected by Board and



Committee Members and Staff, including the declaration and management of personal interests.

Declaration of connections

31.3. Applicants are asked to declare if they fall into any of the following categories:

- Board or Committee Member
- Related to a Board or Committee Member,
- Employee of Bield
- Related to an employee of Bield the Association from whom they are seeking a tenancy

Management of potential conflicts

31.4. We will follow our rules and policies regarding the disclosure of any perceived conflict of interest related to the applicant's relationship with us. This includes the process of granting a tenancy.

Conditions for allocation

31.5. Under specific conditions, we are permitted to allocate to the aforementioned groups. These conditions include:

- the allocation must adhere to the standard needs assessment and allocation rules outlined in Sections 10-16, without any special consideration being given;
- the Board or Committee member or employee involved in the allocation must have had no involvement or influence over the specific allocation.
- the tenancy granted to such individuals must be declared and recorded in our Register of Interest.

31.6. It should be noted that these conditions only apply when an applicant from the aforementioned groups is to be offered a tenancy.

32. Veterans and individuals who have served in the armed forces

32.1. This section outlines our approach to applications from individuals who have served in the armed forces.

Commitment to armed forces covenant

32.2. We are committed to pledges outlined in the Armed Forces Covenant, which ensures those who have served in the armed forces are treated fairly and supported appropriately.

32.3. The Armed Forces Covenant Duty, introduced by the Armed Forces Act 2021, places a duty on specified public persons and bodies to have due



regard to the principles of the Armed Forces Covenant. This duty came into effect on 22 November 2022.

Application from Armed Forces Veterans

32.4. Although we do not usually receive applications directly from individuals leaving the armed forces, many of our tenants and by extension applicants have served in the armed forces in the past.

32.5. To better understand and support this group and fulfil our Armed Forces Covenant Duty, we will ask applicants to indicate whether they have served in the Armed Forces. This information will allow us to signpost and provide access to any further assistance available to veterans.

33. Housing Managed offenders

33.1. On occasion, we are required to work with our partners in Responsible Authorities to assist with Multi-Agency Public Protection Arrangements (MAPPA).

33.2. Multi Agency Public Protection Arrangements is a framework that coordinates the efforts of different authorities to manage the risks posed by sexual and violent offenders. It involves various agencies like the police, probation services, and prison services who work together to ensure public safety. Under MAPPA, agencies share information and collaborate to create and implement risk management plans for individual offenders. This collaboration aims to protect the public, prevent re-offending, and successfully reintegrate offenders into the community while managing potential risks.

33.3. Within MAPPA, social housing providers are known as Duty to Co-operate (DTC) agencies. As such they have to co-operate with the Responsible Authorities.

33.4. Registered Social Landlords (RSL) do not themselves have responsibility for managing risk.

33.5. The key housing contacts in each RSL is the Link Officer.

33.6. The role of each RSL is to contribute to the Responsible Authorities management of risk by:

- Exchanging information on housing with Responsible Authorities
- Identifying and allocating housing that has been assessed as suitable by the Responsible Authorities



- Liaising with the Responsible Authorities on their on-going management and monitoring of the risks the individual may pose
- Having in place arrangements with the Sex Offender Liaison Officer (SOLO) and the other Responsible Authorities to deal with situations where a property is no longer suitable and/or the individual's safety is at risk, or if there are behaviour changes that suggest that the individual poses a risk to the community.

33.7. Our approach to this is set out in our Housing Managed Offenders Policy. The aim of this policy is to

- Manage risks posed by individuals subject to MAPPA and protect communities where they live
- Work in partnership with other agencies
- Ensure individuals subject to MAPPA receive support to allow them to sustain their tenancy

33.8. Applications from individuals subject to MAPPA will only be visible and processed by designated Link Officers in Bield.

34. Data protection and confidentiality

34.1. We are committed to protecting personal information of applicants and tenants. We will comply with the Data Protection Act 2018 and the General Data Protection Regulations (GDPR). All information provided by applicants will be treated with the utmost confidentiality and held securely. It will only be accessed by our staff for the purposes of assessment, review, or allocation of homes.

34.2. With the permission of applicants, we may share their information with other relevant agencies, such as the Council and NHS providers, to fully assess their housing and support needs. Additionally, if we are part of another common housing register, the applicant's details may be held centrally by the party responsible for administering the register and be accessible by other participating landlords. Applicants will be informed that their information will only be shared for these specific purposes, and their permission will be sought during the application process.

34.3. By completing the application form, applicants grant permission to make any necessary tenancy, financial or medical enquiries when considering their application.

34.4. Applicants have the right to request access to the information held about them and to have any inaccuracies corrected. Information about how we process and handle personal information is available on our website.



35. Complaints

- 35.1. Anyone wishing to make a complaint about any aspect of the application, assessment or allocations process, or anyone dissatisfied with the outcome of an appeal, will be given details of the complaints procedure for the Association.
- 35.2. Complaints will be dealt with according to our Complaint Policy.

36. Monitoring the policy

- 36.1. We will monitor our performance figures relating to allocations and void management, following our internal reporting requirements. This monitoring process will help ensure that the objectives and goals set out in the policy are being effectively achieved.
- 36.2. Relevant officers will meet annually to review trends resulting from the implementation of the policy. During these meeting, we will assess the effectiveness of the policy and identify any areas that might require improvement or adjustments.

37. Policy review

- 37.1. This policy will be reviewed on a five yearly basis, or more frequently due to changing circumstances or emerging needs. This review process will critically evaluate the effectiveness of the policy and accompanying procedures.
- 37.2. During the policy review, we will conduct consultations with various stakeholders, including staff, tenants and applicants and other relevant parties. This process aims to gather valuable feedback and insights from those who are directly affected by the policy or have a vested interest in its outcomes.
- 37.3. Taking into account opinions and experiences of service users and interested parties ensures that the policy remains relevant, responsive and in alignment with the needs and expectations of the communities we serve.

38. Publicising and Accessibility

- 38.1. To ensure transparency and accessibility, we will make this policy readily available to the public. It will be published on our website, making it easily accessible for applicants, tenants, and other interested parties.
- 38.2. Additionally, the policy will be made accessible within the organisation by being posted on the internal intranet site.



38.3. Recognising the diverse linguistic needs of our customers, we are committed to providing assistance to those who require translations or interpretation services. If applicants or tenants need the policy translated to a different language, we are happy to accommodate this request. Additionally, if customer need help understanding the content of the policy due to language barriers, we will arrange for an interpreter to assist them, ensuring that they have equal access to information and services.

39. Training and Competence

39.1. To ensure that colleagues are knowledgeable and competent in implementing this policy, we will arrange training sessions. Initially, training will be provided before the policy is updated, to ensure that all staff members are familiar with the changes and updates.

39.2. Subsequently, regular training sessions will be conducted at intervals of three years to promote ongoing professional development and ensure that staff stay up to date with policy modifications.

39.3. We will monitor compliance of training through the Academy 10 training system.

40. Scheme of Delegation

40.1. The Scheme of Delegation outlines the roles and responsibilities of various parties within the organisation concerning the implementation and oversight of our policies.

40.2. The Board is the governing body responsible for overseeing the organisations operations and ensuring that we operate in line with our policies and procedures. In relation to the Allocations Policy, the Board's role is twofold:

- *to approve the adoption of the Allocations Policy, signifying its agreement with the policy's content and principles*
- *to ensure that staff members adhere to the Allocations Policy and associated procedures providing oversight and ensuring compliance*

40.3. The Chief Executive plays a leadership role in guiding and enabling the organisation to perform effectively across all services.

40.4. Part of this responsibility includes ensuring that the Allocations Policy is effective and aligns with our strategic objectives and values.

40.5. The Head of Housing is responsible for monitoring the implementation of the Allocations Policy within the organisation. They ensure that the policy



is being applied correctly, and compliance with its procedures are maintained.

40.6. Customer Experience colleagues are expected to be aware of the Allocations Policy. They should be familiar with its contents, principles and associated procedures to ensure that they can implement the policy correctly in their respective roles.

41. Complying with the Law and Good Practice

41.1. In the development of the Allocations Policy, the following legislation has been taken into account and complied with:

- Housing (Scotland) Acts 2001-2014
- Homelessness etc. (Scotland) Act 2003
- Management of Offenders Act 2005
- Family Law (Scotland) Act 2006
- Equality Act 2010 Immigration and Asylum Act 1999
- Data Protection Act 2018
- Human Rights Act 1998
- Bribery Act 2010

41.2. As a Registered Social Landlord (RSL), we are regulated by the Scottish Housing Regulator (SHR). The SHR's statutory objective is to safeguard and promote the interests of current and future tenants, homeless people, and other people who use services provided by social landlords. In developing our policy, we have taken account of good practice, including that developed by the Scottish Housing Regulator.

41.3. The SHR uses the outcomes and standards in the Charter to assess the performance of social landlords. The policy aligns with the following key outcomes outlined in the SHR Charter:

- | | |
|-----------|--|
| Outcome 1 | Customers have their individual needs recognised, are treated fairly and with respect, and receive fair access to housing and housing services. |
| Outcome 2 | Customers find it easy to communicate with us and get the information they need about us, how and why we make decisions about the services we provide. |
| Outcome 7 | People looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them. |
| Outcome 8 | People on housing lists can review their housing options. |



Outcome 9 People at risk of losing their homes get advice on preventing homelessness.

Outcome 10 People looking for housing find it easy to apply for the widest choice of housing we have available and get the information they need on how we allocate homes and on their prospects of getting housed.

41.4. As a provider of care, we are regulated by the Care Inspectorate. The Care Inspectorate uses Health and Social Care Standards to assess the performance of care providers. The key standards that have been considered in the development of this policy are: [delete as appropriate]

Standard 4 I have confidence in the organisation providing my care and support



Version Control

| | | | |
|--|--|---|--|
| Title of Policy | Allocation Policy | | |
| Approved by | Board | | |
| Approval Date | 23/11/2023 | | |
| Owner | Director of Customer Experience | | |
| Author | Head of Policy and Customer Standards | | |
| Version | 3.0 | | |
| Period of Review | 60 months | | |
| Date of Review | 31/03/2029 | | |
| Lead Directorate | Customer Experience | | |
| Stakeholders | <input checked="" type="checkbox"/> Partnership Forum <input type="checkbox"/> Staff Forum <input type="checkbox"/> Finance <input checked="" type="checkbox"/> Operations | <input type="checkbox"/> Human Resources <input type="checkbox"/> Property <input type="checkbox"/> BR24 <input checked="" type="checkbox"/> Business Development | <input checked="" type="checkbox"/> ICT <input type="checkbox"/> Other |
| Scottish Social Housing Charter Outcomes and Standards this policy helps to achieve | <input checked="" type="checkbox"/> Outcome 1 <input checked="" type="checkbox"/> Outcome 2 <input checked="" type="checkbox"/> <u>Outcome 3</u> <input type="checkbox"/> <u>Outcome 4</u> <input type="checkbox"/> <u>Outcome 5</u> | <input type="checkbox"/> Outcome 6 <input checked="" type="checkbox"/> Outcome 7 <input checked="" type="checkbox"/> Outcome 8 <input checked="" type="checkbox"/> Outcome 9 <input checked="" type="checkbox"/> Outcome 10 | <input type="checkbox"/> Outcome 11 <input type="checkbox"/> Outcome 13 <input type="checkbox"/> Outcome 14 <input type="checkbox"/> Outcome 15 |
| Care Standards this policy helps to achieve | <input type="checkbox"/> Standard 1 <input checked="" type="checkbox"/> Standard 4 | <input type="checkbox"/> Standard 2 <input type="checkbox"/> Standard 5 | <input type="checkbox"/> Standard 3 |



Appendix 1 Equality Impact Assessment

| | |
|----|---|
| 1 | Title of Policy to be assessed: Allocation Policy |
| 2 | Date: 08 August 2023 |
| 3 | Lead Officer/Manager: Zhan McIntyre |
| 4 | EQIA Team (who will be involved): |
| 5 | Director/Manager: Tracey Howatt |
| 6 | Is the function or policy existing, new, or review: Review |
| 7 | <p>Set out the aims/objectives/purposes/outcomes of the function or policy, and give a summary of the service provided:</p> <p>This policy provides a clear and comprehensive framework for the allocation of our homes. This policy is designed to achieve the following objectives</p> <p style="padding-left: 40px;">Open and fair allocation The allocation process should be transparent, open and fair.</p> <p style="padding-left: 40px;">Consistent Every applicant will be given equal consideration, and the selection criteria will be applied consistently to all individuals seeking housing within our community</p> <p style="padding-left: 40px;">Address greatest need Individuals facing urgent housing needs or challenging circumstances will be given higher priority</p> <p>The policy applies to all Bield colleagues</p> |
| 7a | Who should benefit from the policy (target population): Applicant and tenants of Bield |
| 7b | <p>Linked policies, functions: Are there any other functions, policies or services, which might be linked with this one for this exercise? Please list.</p> <p>Domestic abuse Tenancy management Antisocial behaviour</p> |
| 8 | <p>State whether the policy will have a positive or negative impact across the following factors and provide initial comments/observations.</p> <p>Age: Older people, people in the middle years, young people, and children.</p> <p>Disability: includes physical disability, learning disability, sensory impairment, long-term medical conditions, mental health problems.</p> <p>Maternity and civil partnership The policy will have no impact on people expecting or recently giving birth or within a civil partnership</p> <p>Race: Minority ethnic people (includes Gypsy/Travellers, non-English speakers).</p> |



| | | | | |
|---|---|------------------------|------------------------|--|
| | <p>Religion or belief: includes people with no religion or belief. Sex: Women, men, and transgender people (include issues relating to pregnancy and maternity). Gender reassignment: The process of changing or transitioning from one gender to another. Sexual orientation: Lesbian, gay, bisexual, and heterosexual people. People in remote, rural, and/or island locations People in different work patterns: e.g. part-/full-time, short-term, job share, seasonal People who have low literacy People in different socio-economic groups (includes those living in poverty/people on a low income)</p> | | | |
| | Population groups | Positive Impact | Negative Impact | Comments |
| | Age | Positive impact | | |
| | Disability | Positive impact | | Ensure policy is easy to read and understand for people with learning disabilities / impairments |
| | Maternity and civil partnership | No particular impact | | |
| | Race | Positive impact | | We need to ensure we include statements and language to encourage and support applications from BAME |
| | Religion or belief | No particular impact | | |
| | Sex and Gender reassignment | No particular impact | | |
| | Sexual orientation | Positive impact | | We should include statements and language to encourage and support applications from LGBTQIA+ applicants |
| | People in remote, rural, and/or island locations | No particular impact | | |
| | People in different work patterns | No particular impact | | |
| | People who have low literacy | Positive impact | | Ensure easy to read version of the policy |
| | People in different socio-economic groups | | | |
| 9 | What evidence do you have for the statements you have made above? Focus on: | | | |



| | | |
|---|--|---|
| | We discussed the allocation policy with our Equality Network. This group identified challenges faced by groups such as BAME and LGBTQIA+ about the discrimination they face. They asked us to consider how to make the process more manageable for these groups. | |
| 10 | From the evidence set out what actions, if any, will you take where the negative impact has been identified: | |
| | Population groups | Proposed action |
| | How will it address the negative impact? | |
| Age | N/A | N/A |
| Disability: | Large print Update reasonable preference group so that the homes referred to are 'adapted' rather than just for 'wheelchair users' | Help with visual impairment Recognises disability is not limited to physical disabilities |
| Maternity and civil partnership | N/A | N/A |
| Race | Translation message on policy Include inclusive language Collect info on application form | Use happy to translate logo Provide a baseline for how well we are supporting transitioning applicants / tenants |
| Religion or belief | N/A | N/A |
| Sex and Gender reassignment | Collect info on application form | Provide a baseline for how well we are supporting transitioning applicants / tenants |
| Sexual orientation | Collect info on application form | Provide a baseline for how well we are supporting transitioning applicants / tenants |
| People in remote, rural, and/or island locations | N/A | N/A |
| People in different work patterns | N/A | N/A |
| People who have low literacy | N/A | N/A |
| People in different socio-economic groups | N/A | N/A |
| Briefly explain how the policy contributes to our equality and diversity values by answering the following questions: | | |
| <ul style="list-style-type: none"> • How will it provide equality of access to services, information, and employment? • Does it or could it celebrate diversity? • Will it or could it promote good relationships within and between communities? • How will it provide good quality, inclusive services? <p>We will use our allocation process to promote equality and diversity</p> | | |
| Any additional information, questions, or actions required? Please explain. | | |
| | Sign off: As Director I am satisfied with the results of this EIA | |



The findings will be referred to within Service Plans and target set. The Action Plan will be reviewed annually within Business planning reporting.

Signature:

Date:



Appendix 2 The points system

| Category | Subcategory | Points | Explanation |
|------------------|------------------------------|--------|--|
| Living Situation | Homeless | 500 | Applicants will be awarded these points if they have a decision letter from the Local Authority. |
| Living Situation | Threatened with homelessness | 300 | Applicants will be awarded these points if they have a Notice to Quit or a decision letter from a Local Authority and are likely to become homeless within two months. |
| Living Situation | Rough sleeping | 80 | Applicants will be awarded points if they have no housing and are sleeping in the open air or in places not specifically designed for human habitation. |
| Living Situation | Insecure housing situation | 30 | <p>Applicants will be awarded points if they are experiencing an insecure housing situation.</p> <p>Bield will continue to capture information about the situation so that we can add to our understanding of the circumstances of our applicants and share this intelligence with local authority partners to help them with their Local Housing Strategies.</p> <p>Situations include</p> <ul style="list-style-type: none"> • Living with family or friends and not applicant's own home • Living in lodgings • In temporary housing • In a hostel • In a motorhome, chalet or houseboat |



| Category | Subcategory | Points | Explanation |
|--------------------|--------------------------|--------|---|
| Living Situation | Relationship breakdown | 10 | Applicants will be awarded further point if any of the above relationships have broken down making living conditions worse. |
| Living Situation | Delayed discharge | 100 | Applicants will be awarded delayed discharge points if they are medically fit for discharge but cannot move home as it is unsuitable. |
| Property condition | Below tolerable standard | 80 | Applicants will be awarded points if their current property has been assessed as Below Tolerable Standard by a suitably qualified person such as Environmental Health Officer. |
| Property condition | Serious disrepair | 40 | Applicants will be awarded points if their current property is in serious disrepair, such as structural issues, subsidence, rot. This does not include common place issues or wear and tear issues. |
| Property condition | Lacking facilities | 25 | <p>Applicants will be awarded points if they lack certain facilities at their current property.</p> <p>Bield will capture information about the lacking facilities so that we can add to our understanding of the circumstances of our applicants and share this intelligence with local authority partners to help them with their Local Housing Strategies.</p> <p>Facilities lacking that will attract points include</p> <ul style="list-style-type: none"> • Cold water • Mains electricity • Inside toilet • Hot water • Kitchen • Shower room • Central heating |



| Category | Subcategory | Points | Explanation |
|----------------------|----------------------------------|--------|---|
| Property condition | Damp and mould | 40 | Applicants will be awarded points if there is dampness and mould in their property. Points will be subject to a visit and/or evidence from a local authority. |
| Personal safety | Domestic abuse | 80 | We take a survivor focused approach to domestic abuse. Applicants will be awarded points if they indicate they are experiencing domestic abuse, or if a Bield officer observes evidence which suggests the applicant may be experiencing domestic abuse. Conversely, if it is feasible and safe and the survivor wishes to remain at home, the perpetrator can be awarded these points. In line with our survivor focused approach, we will not request or require evidence for this category. |
| Personal safety | Personal harassment | 80 | <p>Applicants will be awarded points if they are experiencing personal harassment. This refers to life-threatening harassment necessitating urgent rehousing. This could involve situations where there's immediate physical danger or threat to life due to severe abuse or harassment.</p> <p>Bield will capture information about applicants experiencing personal harassment so that we can add to our understanding of the circumstances of our applicants and share this intelligence with local authority partners to help them with their Local Housing Strategies.</p> <p>Personal harassment might include (but is not limited to)</p> <ul style="list-style-type: none"> • Racial harassment • Homophobic harassment • Transphobic harassment • Learning disability harassment • Physical disability harassment |
| Residential capacity | Lacking bedspace(s) – points per | 30 | Applicants will be awarded points if their current property is overcrowded, meaning there is insufficient bedspaces for each member of the household. |



| Category | Subcategory | Points | Explanation |
|----------------------|--|--------|--|
| | bedspace lacking | | |
| Residential capacity | Excess bedspace(s) – for social housing tenants only | 30 | Applicants will be awarded points if they are social housing tenants and have a surplus of bedspaces for their household. |
| Shared facilities | Sharing with other households | 10 | <p>Applicants will be awarded points if they need to share facilities with another household.</p> <p>Bield will capture information about shared facilities so that we can add to our understanding of the circumstances of our applicants and share this intelligence with local authority partners to help them with their Local Housing Strategies.</p> <p>Shared facilities include</p> <ul style="list-style-type: none"> • Bathroom • Kitchen • Living room |
| Mobility | External stairs – going out difficult | 10 | Applicants will be awarded points if external stairs makes it difficult for them to go out. |
| Mobility | External stairs – going out only with assistance | 20 | Applicants will be awarded points if external stairs means they can only go out with assistance. |
| Mobility | Internal stairs – access to bathroom or | 10 | Applicants will be awarded points if internal stairs makes it difficult for them to access essential rooms in their home such as bathroom or bedroom. |



| Category | Subcategory | Points | Explanation |
|----------------------|---|--------|--|
| | bedroom – with difficulty | | |
| Mobility | Internal stairs – access to bathroom or bedroom only possible with assistance | 20 | Applicants will be awarded points if internal stairs makes it impossible for them to access essential rooms in their home such as bathroom or bedroom without assistance. |
| Mobility | Accessing bath / shower – with difficulty | 10 | Applicants will be awarded points if accessing a bath or shower can only be done with difficulty. |
| Mobility | Accessing bath / shower – only with assistance | 20 | Applicants will be awarded points if accessing a bath or shower is impossible without assistance. |
| Social circumstances | Experiencing ASB | 20 | Applicants will be awarded points if they are experiencing antisocial behaviour. Applicants will be visited by a Bield member of staff to confirm their current circumstances and may be asked for evidence such as police reports, social work statements, Council statements, etc. |
| Social circumstances | Giving / receiving support | 10 | Applicants will be awarded points if they are moving to give or receive support to a family member or friend. |
| Social circumstances | Difficulty accessing amenities in current accommodation | 10 | Applicants will be awarded points if they are experiencing difficulty in accessing amenities in their current accommodation. This might include shops, doctors, churches / places of worship etc. |



| Category | Subcategory | Points | Explanation |
|----------------------|---|--------|--|
| Social circumstances | Marriage / partnership breakup | 10 | Applicants will be awarded points if they are experiencing marriage / partnership break up and need to leave the marital home. |
| Social circumstances | Move to near family | 10 | Applicants will be awarded points if they are moving to be closer to family / friends |
| Social circumstances | Vulnerable due to diminished cognitive capacity | 10 | Applicants will be awarded points if they are vulnerable due to diminished cognitive capacity. Applicants will be visited by a Bield member of staff to confirm their current circumstances and to assess if a Bield home is the best place for the applicant in terms of safety. |
| Social circumstances | Vulnerable due to diminished physical health | 10 | Applicants will be awarded points if they are vulnerable due to diminished physical health. Applicants will be visited by a Bield member of staff to confirm their current circumstances and to assess if a Bield home is the best place for the applicant in terms of safety. |



Appendix 3 The points system: definitions and explanatory notes

Living Situation

Homeless: 500 points

Applicants will be eligible for 'Homeless' points if they have been officially assessed as statutorily homeless by their local authority. To qualify for points under this category, applicants are required to submit a copy of the local authority statement that confirms their homeless classification.

Threatened with homelessness: 300 points

Applicants will be eligible for 'Threatened with homelessness' points if they are likely to become homeless within two months. To qualify for points to be awarded under this category, evidence must be provided that the applicant will lose their housing within two months. This could be an Eviction Notice or Notice to Quit.

We will always encourage applicants to seek advice from their local authority to ensure they are not experiencing an illegal eviction process. Points will only be awarded when the date is two months or less from the date of application. If evidence indicates a timescale longer than this period, the situation will be re-assessed when the two months applies.

Rough sleeping: 80 points

This applies to applicants who have no housing and are sleeping in the open air or in places not specifically designed for human habitation.

Insecure housing situation: 30 points

This applies when the applicant's current living conditions are insecure. This includes:

Living with family and not applicant's own home

This applies when an applicant is living with family, but it is not their own home and they have no legal right to occupy it. It does not apply to applicants living on their own in a property



owned by a family member, who has given them leave to stay there.

Living with friends and not applicant's own home

This applies when an applicant is living with friends, but it is not their own home and they have no legal right to occupy it. It does not apply to applicants living on their own in a property owned by a friend, who has given them leave to stay there.

In lodgings

Points will be awarded in this category to an applicant renting a room or rooms in someone else's house or in a bed and breakfast establishment.

In temporary housing

This category applies to applicants living in local authority temporary housing; it does not refer to applicants who have a Short Scottish Secure Tenancy.

In a hostel

Applies to persons living in hostels, shelters, or refuges, but who have not been defined as statutory homeless by the local authority.

Delayed Discharge: 100

This applies to applicants who are medically fit for discharge but cannot move home as it is unsuitable.

Relationship breakdown: 10 points

This provides additional points to anyone in any of the aforementioned categories who, in addition to their secure tenure, are also experiencing a breakdown of relations which makes their situation worse than someone living under similar circumstances but where they have a good relationship with the other occupants.



Property Condition

If points are awarded for Below Tolerable Standard (BTS), no further points can be awarded in this section. The other categories come to a maximum possible total that is lower than BTS to ensure this particular standard of housing receives the highest points.

Below Tolerable Standard (BTS): 80 points

The tolerable standard is the minimum repair standard set by the Housing (Scotland) Act 1987, as amended by the Housing (Scotland) Acts 2011 and 2006. A property must be officially classified BTS by the local authority and, in order for the points to be awarded, a copy of the local authority statement must be provided.

Serious disrepair: 40 points

Serious disrepair refers to major problems, such as structural issues, subsidence, rot, etc. Points will not be awarded in this category for more commonplace, everyday repairs or wear and tear issues.

Lacking facilities: 25 points

Points can be awarded for lacking any of the following facilities (points can only be applied once):

- cold water
- mains electricity
- inside toilet
- hot water
- kitchen
- bathroom / shower room
- central heating

Central heating is considered to be central heating in all of the main living areas, ie. Living room, bedroom, kitchen and bathroom. Points can also be awarded if there is no heating at all, or has a form of heating which is not central heating, and this may include solid fuel heating, wall mounted and free-standing heaters.



Damp and mould: 40 points

These points apply where an applicant is currently living in a home which has serious damp and/or mould. These points are subject to a visit and/or evidence from a local authority.

Personal safety

Domestic abuse: 80 points

Points will be awarded if an applicant indicates they are experiencing domestic abuse, or if a Field officer observes evidence which suggests the applicant may be experiencing domestic abuse. Conversely, if the survivor wishes to remain in their home, we can consider awarding points to the perpetrator to reach the safest outcome for the survivor. In line with our survivor focused approach, we will not request or require evidence in relation to this category.

Personal harassment: 80 points

Points will be awarded if an applicant is being singled out for harassment because of any of the other protected characteristics listed in the Equality Act 2010 (see section 30), or for any other condition or characteristic which makes them vulnerable to being targeted.

Personal harassment might include (but is not limited to)

Racial harassment and hate crimes

An incident or series of incidents intended or likely to intimidate, offend or harm an individual or group because of their ethnic origin, colour, race, religion or nationality, and a racist incident is any incident that is perceived by the victim or any other person.

Such behaviour may include:

- Derogatory name calling
- Verbal threats, insults, and racist jokes
- Display of racially offensive material
- Physical attack
- Damage to property
- Encouraging others to commit any such acts



Homophobic harassment and hate crimes

An incident or series of incidents intended or likely to intimidate, offend or harm an individual or group because of your sexual orientation when you are not heterosexual. A homophobic incident is any incident that is perceived by the victim or any other person.

Such behaviour may include:

- Derogatory name calling
- Verbal threats, insults, and jokes
- Display of homophobic offensive material
- Physical attack
- Damage to property
- Encouraging others to commit any such acts

Transphobic harassment and hate crimes

An incident or series of incidents intended or likely to intimidate, offend or harm an individual or group because of their gender identity and/or expression. Are not heterosexual. A transphobic incident is any incident that is perceived by the victim or any other person.

Such behaviour may include:

- Derogatory name calling
- Verbal threats, insults, and jokes
- Asking intrusive questions
- Deliberately ignoring someone's preferred pronouns
- Speculating openly about their gender
- Physical attack
- Damage to property
- Encouraging others to commit any such acts

Learning disability harassment

An incident or series of incidents intended or likely to intimidate, offend or harm an individual or group because of their learning disability. An incident is any incident that is perceived by the victim or any other person.

Such behaviour may include:



- Derogatory name calling
- Verbal threats, insults, and jokes
- Financial abuse – eg stealing money, intercepting benefits, making people buy things, borrowing money and never paying it back
- Physical attack
- Damage to property
- Encouraging others to commit any such acts

However, points are **not** available in this category where an individual is experiencing problems in their area such as anti-social behaviour, but they are not the sole victims, and the behaviour is not being targeted solely at them.

Residential capacity

Lacking bedspaces: 30 points for each bedspace lacking

Points will be awarded for each bedspace that an applicant's household is lacking. This will be determined according to the bedroom matching criteria referred to in section 13 and detailed in Appendix 4.

Excess bedrooms: 30 points

Points will be awarded to applicants who are social housing tenants who do not require all the bedrooms in their home.

Shared facilities

Points can be awarded for an applicant having to share any of the following facilities with people who are not part of their application:

- Bathroom / toilet
- Kitchen
- Living room



Mobility

This section looks at how a household is able to cope with any health or mobility issues in its current housing. Points are not awarded per applicant, but per application as long as someone who forms part of the application experiences the problem.

External stairs : 10 or 20 points

Where the applicant lives in a home with external stairs, points will be awarded as follows:-

- Applicant lives in a home where external stairs makes it difficult to go out - 10 points
- Applicant lives in a homes where external stairs makes it impossible to go out without assistance – 20 points

Internal stairs: 10 or 20 points

Where the applicant lives in a home with internal stairs, points will be awarded as follows:

- Applicant lives in a home where internal stairs makes it difficult to access essential rooms in their home such as bathroom or bedroom: 10 points
- Applicant lives in a homes where internal stairs makes it impossible to access essential rooms in their home such as bathroom or bedroom: 20 points

Accessing bath / shower: 10 or 20 points

Where the applicant lives in a home where there is difficulty access bath or shower, points will be awarded as follows:

- Applicant lives in a home where the bath or shower can only be accessed with difficulty: 10 points
- Applicant lives in a home where the bath or shower is impossible to access without assistance: 20 points

It is important to note that this category relates only to a person's physical ability to get in and out of their current bathing facilities; points are not available for requiring help with bathing itself.



Social circumstances

Anti-social behaviour: 20 points

Points will be awarded if an applicant states they are experiencing antisocial behaviour or have fears regarding safety at their current or in the surrounding vicinity.

Applicants will be visited by a Bield member of staff to confirm their current circumstances and may be asked for evidence such as police reports, social work statements, council statements etc.

Giving / receiving support: 10 points

Points will be awarded if the applicant needs to move to live nearer someone either to give or receive support to/from them.

Difficulty accessing amenities in current accommodation: 10 points

Points will be awarded if the applicant needs to move to be nearer amenities and facilities that are important to them, and may include schools, health care facilities, shops, libraries, social amenities, etc.

Marriage / partnership break-up: 10 points

Points would apply in this section where an applicant is seeking a move from their current housing because of a marriage, civil or common-law partnership break-up.

Move to near family: 10 points

Points would apply if the applicant is moving to be near family / family-friends.

Vulnerable due to diminished cognitive capacity: 10 points

Points would be awarded if the applicant is vulnerable due to diminished cognitive capacity and a move to a Bield home would allow them to live independently in their own home for as long as possible. Applicants will be visited by a Bield member of staff to confirm current circumstances and to assess if a Bield home is the best place for the applicant in terms of safety.



Vulnerable due to diminished physical health: 10 points

Points would be awarded if the applicant is vulnerable due to diminished physical health and a move to a Bield home would allow them to live independently in their own home for as long as possible. Applicants will be visited by a Bield member of staff to confirm current circumstances and to assess if a Bield home is the best place for the applicant in terms of safety.



Appendix 4 Bedroom matching rules

Single adult: anyone aged 16 and over qualifies for one bedroom, single or double.

Couple: two people aged 16 and over in a relationship together as spouses, civil partners or partners qualify for one double bedroom.

Children a child is anyone under the age of 16.

Any two children aged under 10, or two children of the same sex aged under 16, qualify for one double bedroom.

No two children may share a single bedroom.

Any other child qualifies for one bedroom, single or double.

Table X summarises the apartment size and priority match that applicants and their households would be eligible for.

| Apartment size | Number of bedrooms | Property Type | Priority match |
|----------------------|--------------------|-----------------|----------------------------|
| 1 person 1 apartment | 0 | Studio/flatlets | • 1 single adult |
| 1 person 2 apartment | 1 | 1 x single | • 1 single adult |
| 2 person 2 apartment | 1 | 1 x double | 1 couple 1 single adult |



| Apartment size | Number of bedrooms | Property Type | Priority match |
|-----------------------|---------------------------|------------------------------|---|
| 2 person 3 apartment | 2 | 2 x single | <ul style="list-style-type: none"> • 2 single adults • 1 single adult & 1 child |
| 3 person 3 apartment | 2 | 1 x double and 1 x single | <ul style="list-style-type: none"> • 1 couple • 1 couple & 1 single adult • 2 single adults • 1 single adult & 1 child • 1 single adult & 2 children sharing • 1 couple & 1 child |
| 4 person 3 apartment | 2 | 2 x double | <ul style="list-style-type: none"> • 2 couples • 1 couple & 1 single adult • 2 single adults • 1 couple & 2 children sharing • 1 couple & 1 child • 1 single adult & 2 children sharing • 1 single adult & 1 child |
| 3 person 4 apartment | 3 | 3 x single | <ul style="list-style-type: none"> • 3 single adults • 1 single adult & 2 children • 2 single adults & 1 child |



| Apartment size | Number of bedrooms | Property Type | Priority match |
|----------------------|--------------------|------------------------------|---|
| 4 person 4 apartment | 3 | 1 x double and 1 x single | <ul style="list-style-type: none"> • 1 couple & 2 single adults • 3 single adults • 1 couple, 1 single adult, & 1 child • 1 couple & 2 children • 2 single adults & 1 child 1 single adult & 2 children • 2 single adults & 2 children sharing |
| 5 person 4 apartment | 3 | 2 x double & 1 x single | <ul style="list-style-type: none"> • 2 couples & 1 single adult • 2 couples & 1 child • 1 couple & 2 single adults • 3 single adults • 1 couple, 1 single adult, & 2 children sharing • 1 couple, 1 single adult, & 1 child • 1 couple & 3 children (2 sharing) • 1 couple & 2 children not able to share • 2 single adults & 2 children sharing • 2 single adults & 1 child • 1 single adult & 3 children (2 sharing) • 1 single adult & 2 children not able to share • 1 single adult & 4 children (2 pairs sharing) |



| Apartment size | Number of bedrooms | Property Type | Priority match |
|----------------------|--------------------|----------------------------|--|
| 6 person 4 apartment | 3 | 3 x double | <ul style="list-style-type: none"> • 3 couples • 2 couples & 1 single adult • 1 couple & 2 single adults • 3 single adults • 1 couple, 1 single adult, & 2 children sharing • 1 couple, 1 single adult, & 1 child • 1 couple & 4 children (2 sharing x 2) • 1 single adult & 4 children (2 sharing x 2) • 1 couple & 3 children (2 sharing) • 1 couple & 2 children not able to share • 2 single adults & 2 children sharing • 2 single adults & 1 child • 1 single adult & 3 children (2 sharing) • 1 single adult & 2 children not able to share |
| 5 person 5 apartment | 4 | 1 x double & 3 x single | <ul style="list-style-type: none"> • 1 couple & 3 single adults • 4 single adults • 1 couple, 2 single adults, & 1 child • 1 couple, 1 single adult & 2 children • 1 couple & 3 children • 3 single adults & 1 child • 2 single adults & 2 children |



| Apartment size | Number of bedrooms | Property Type | Priority match |
|----------------------|--------------------|-------------------------|---|
| | | | <ul style="list-style-type: none"> • 2 single adults & 3 children (2 sharing) • 1 single adult & 3 children • 1 single adult & 4 children (2 sharing) |
| 6 person 5 apartment | 4 | 2 x double & 2 x single | <ul style="list-style-type: none"> • 2 couples & 2 single adults • 2 couples and 2 children • 1 couple & 3 single adults • 4 single adults • 1 couple, 2 single adults, & 1 child • 1 couple, 2 single adults & 2 children sharing • 1 couple, 1 single adult, & 3 children (2 sharing) • 1 couple, 1 single adult, & 2 children • 1 couple, 1 single adult & 3 children (2 sharing) • 1 couple & 4 children (2 sharing) • 1 couple & 3 children • 3 single adults & 1 child • 3 single adults & 2 children (sharing) • 2 single adults, & 3 children (2 sharing) • 2 single adults & 2 children • 2 single adults & 4 children (2 x 2 sharing) |



| Apartment size | Number of bedrooms | Property Type | Priority match |
|----------------------|--------------------|-------------------------|---|
| | | | <ul style="list-style-type: none"> • 1 single adult & 3 children • 1 single adult & 4 children (2 sharing) • 1 single adult & 5 children (2 x 2 sharing) |
| 6 person 6 apartment | 5 | 1 x double & 4 x single | <ul style="list-style-type: none"> • 1 couple & 4 single adults • 5 single adults • 1 couple, 3 single adults, & 1 child • 1 couple, 2 single adults & 2 children • 1 couple, 1 single adult, & 3 children • 1 couple & 4 children • 4 single adults & 1 child • 4 single adults & 2 children (sharing) • 3 single adults & 2 children • 3 single adults & 3 children (2 sharing) • 2 single adults & 3 children • 2 single adults & 4 children (2 sharing) • 1 single adult & 4 children • 1 single adult & 5 children (2 sharing) |



| Apartment size | Number of bedrooms | Property Type | Priority match |
|----------------------|--------------------|-------------------------|---|
| 7 person 5 apartment | 4 | 3 x double 1x single | <ul style="list-style-type: none"> • 3 couples & 1 single adult • 3 couples & 1 child • 2 couples & 2 children (not sharing) • 2 couples & 3 children (2 sharing) • 2 couples and 2 single adults • 2 couples 1 single adult & 1 child • 1 couple & 3 single adults • 1 couple & 2 single adults & 1 child • 1 couple, 2 single adults & 2 children (sharing) • 1 couple, 1 single adult & 2 children who can't share • 1 couple, 1 single adult & 3 children (2 sharing) • 1 couple, 1 single adult & 4 children (2 x 2 sharing) • 1 couple & 3 children • 1 couple & 5 children (2 x 2 sharing) • 1 couple & 4 children (2 x 2 sharing) & 1 single adult • 1 couple & 3 children (2 sharing) & 1 single adult • 1 couple & 2 children who can't share & 1 single adult • 4 single adults • 3 single adults & 1 child |



| Apartment size | Number of bedrooms | Property Type | Priority match |
|----------------------|--------------------|---------------------|---|
| | | | <ul style="list-style-type: none"> • 3 single adults & 2 children (sharing) • 2 single adults & 3 children (2 sharing) • 2 single adults & 2 children who can't share • 1 single adult & 6 children (3 x 2 sharing) • 1 single adult & 5 children (2 x 2 sharing) • 1 single adult & 3 children |
| 7 person 6 apartment | 5 | 2 x double & single | <ul style="list-style-type: none"> • 2 couples & 3 single adults • 2 couples & 2 single adults & 1 child • 2 couples & 1 single adult & 2 children • 2 couples & 3 children • 1 couple & 4 single adults • 1 couple, 3 single adults & 1 child • 1 couple 3 single adults & 2 children sharing • 1 couple 2 single adults & 2 children • 1 couple 2 single adults & 3 children (2 sharing) • 1 couple, 1 single adult & 3 children • 1 couple, 1 single adult & 4 children (2 sharing) • 5 single adults • 4 single adults & 1 child • 4 single adults & 2 children (sharing) |



| Apartment size | Number of bedrooms | Property Type | Priority match |
|----------------------|--------------------|---------------|--|
| | | | <ul style="list-style-type: none"> • 3 single adults & 2 children who can't share • 3 single adults & 3 children (2 sharing) • 3 single adults & 4 children (2 x 2 sharing) • 2 single adults & 3 children • 2 single adults & 4 children (2 sharing and 2 who can't share) • 2 single adults & 5 children (2 x 2 sharing) • 1 single adult & 4 children • 1 single adult & 5 children (2 sharing) • 1 single adult & 6 children (2 x 2 sharing) |
| 8 person 5 apartment | 4 | 4 x double | <ul style="list-style-type: none"> • 4 couples • 3 couples & 1 child • 3 couples & 2 children sharing • 3 couples & 1 single adult • 2 couples & 2 children who can't share • 2 couples & 3 children (2 sharing) • 2 couples & 4 children (2 x 2 sharing) • 2 couples & 2 single adults • 2 couples, 1 single adult & 1 child • 2 couples, 1 single adult & 2 children (sharing) • 1 couple & 4 children (2 sharing, 2 who can't share) |



| Apartment size | Number of bedrooms | Property Type | Priority match |
|----------------------|--------------------|-------------------------|---|
| | | | <ul style="list-style-type: none"> • 1 couple & 5 children (2 x 2 sharing) • 1 couple & 6 children (3 x 2 sharing) • 4 single adults • 3 single adults & 1 child • 3 single adults & 2 children (sharing) • 2 single adults & 2 children who can't share • 2 single adults & 3 children (2 sharing) • 2 single adults & 4 children (2 x 2 sharing) • 1 single adult & 4 children (2 sharing, 2 who can't share) • 1 single adult & 5 children (2 x 2 sharing) • 1 single adult & 6 children (3 x 2 sharing) • 2 couples, 1 single adult & 1 child • 2 couples, 1 single adult & 2 children (sharing) • 1 couple, 1 single adult, & 2 children who can't share • 1 couple, 1 single adult & 3 children (2 sharing) • 1 couple, 1 single adult & 4 children (2 x 2 sharing) |
| 8 person 6 apartment | 5 | 3 x double & 2 x single | <ul style="list-style-type: none"> • 3 couples & 2 single adults • 3 couples & 2 children • 2 couples & 3 single adults |



| Apartment size | Number of bedrooms | Property Type | Priority match |
|----------------|--------------------|---------------|--|
| | | | <ul style="list-style-type: none"> • 2 couples & 3 children • 2 couples & 4 children (2 sharing) • 1 couple & 4 single adults • 5 single adults • 2 couples, 2 single adults, & 2 children sharing • 2 couples, 2 single adults, & 1 child • 2 couples, 1 single adult & 3 children (2 sharing) • 2 couples, 1 single adult, & 2 children none of whom can share • 2 couples, 2 single adults & 2 children sharing • 2 couples, 2 single adults & 1 child • 1 couple, 3 single adults, & 2 children sharing • 1 couple, 3 single adults, & 1 child • 1 couple, 2 single adults, & 4 children (2 sharing x 2) • 1 couple, 2 single adults, & 3 children (2 sharing) • 1 couple, 2 single adults, & 2 children who can't share • 1 couple, 1 single adult, & 3 children (2 sharing) • 1 couple, 1 single adult, & 5 children (2 sharing x 2) • 1 couple, 1 single adult, & 4 children (2 sharing, 2 of whom can't share) |



| Apartment size | Number of bedrooms | Property Type | Priority match |
|----------------|--------------------|---------------|--|
| | | | <ul style="list-style-type: none"> • 1 couple, 1 single adult, & 3 children • 1 couple & 6 children (2 sharing x 2) • 1 couple & 5 children • 4 single adults & 2 children sharing • 4 single adults & 1 child • 3 single adults & 4 children (2 sharing x 2) • 3 single adults & 3 children (2 sharing) • 3 single adults & 2 children who can't share • 2 single adults, & 5 children (2 sharing x 2) • 2 single adults & 4 children (2 sharing, 2 of whom can't share) • 2 single adults & 3 children • 2 single adults & 6 children (3 x 2 sharing) • 1 single adult & 7 children (3 x 2 sharing) • 1 single adult & 6 children (2 sharing x 2, 2 of whom can't share) • 1 single adult & 5 children • 1 single adult & 5 children (2 x 2 sharing) |



Speaking your language - we are happy to translate our policies on request.

يمكن ترجمة سياساتنا عند الطلب
إذا كنت بحاجة إلى مساعدة ، فيمكننا توفير مترجم

**Nasze zasady mogą być przetłumaczone na żądanie.
Jeśli potrzebujesz pomocy, możemy zapewnić tłumacza**

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如果您需要帮助，我们可以提供翻译**

ہماری پالیسی کا درخواست پر ترجمہ کیا جاسکتا ہے۔
اگر آپ کو مدد کی ضرورت ہو تو ہم ایک ترجمان فراہم
کرسکتے ہیں