



**Belmont House, 57 Belmont Road, Cambuslang, G72 8PG**  
**www.wwhc.org.uk E: enquiries@wwhc.org.uk T: 0141 641 8628**

|                                         |                                                   |
|-----------------------------------------|---------------------------------------------------|
| <b>Policy Name</b>                      | <b>Allocations Policy</b>                         |
| <b>Policy Author</b>                    | <b>Housing Manager / Head of Housing Services</b> |
| <b>Approved by Sub Committee</b>        | <b>N/A</b>                                        |
| <b>Approved by Management Committee</b> | <b>September 2026</b>                             |
| <b>Latest date of Next Review</b>       | <b>August 2029</b>                                |

West Whitlawburn Housing Co-operative will provide this policy on request at no cost, in larger print, in Braille, in audio or other non-written format, and in a variety of languages. Please contact the office.



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**Registered Charity No. SCO38737, VAT Registration No. 180223636**  
**Registered society under WWHC and Community Benefit Societies Act 2014**

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## Section 1 – Introduction

### 1.1 Background

- 1.1.1** West Whitlawburn Housing Co-operative (WWHC) is a community owned and controlled fully mutual Housing Co-operative based in Cambuslang on the outskirts of Glasgow. It is a Registered Social Landlord (RSL) which operates on a “not-for-profit” basis and is run by an elected Management Committee consisting of tenants and co-optees. The Management Committee employ a staff team to manage WWHC on a day-to-day basis.

WWHC owns and manages 704 properties. The stock breakdown is as follows:

| Property Type | 1 bed | 2 bed | 3 bed | 4 bed |
|---------------|-------|-------|-------|-------|
| MSF           | 13    | 406   | 13    | 0     |
| Cottage flat  | 24    | 0     | 0     | 0     |
| Low rise      | 15    | 79    | 42    | 0     |
| Terraced      | 0     | 46    | 0     | 0     |
| Semi-Detached | 0     | 12    | 40    | 4     |
| Terraced      | 0     | 0     | 4     | 4     |
| Bungalow      | 0     | 0     | 1     | 0     |
| Detached      | 0     | 0     | 0     | 1     |

WWHC has on average 57 properties for relet each year and the majority of these are 2-bedroom multi-storey flats.

### 1.2 Equality and Diversity

- 1.2.1** We are committed to ensuring equal opportunities and fair treatment for all people in our work. In implementing this Policy, we will provide a fair and equal service to all people, irrespective of factors such as gender, race, disability, age, sexual orientation, language or social origin, or other personal attributes.

### 1.3 Policy Principles

This document outlines WWHC's Allocation Policy which is one of the key documents we produce. In line with legal and good practice requirements the underlying principles are for it to be:

- Responsive - the policy will enable WWHC to respond to a wide range of needs and circumstances. The underlying principle is to allocate properties to those with the greatest level of housing need.
- Consistent - applicants in similar circumstances will be considered in a similar manner.

- Open and Transparent – we will make the policy document available to potential applicants and provide clear information at all stages of the allocations process. We will ensure that all allocations are checked, and clear audit trails are maintained which will show we have followed the policy and procedures correctly.
- Confidential – all information provided for the purposes of the rehousing will be treated as strictly confidential and under the terms of the Data Protection Act 1998 and General Data Protection Regulation (GDPR). It will only be passed onto or discussed with another person or organisation only with the applicant's permission or where WWHC is legally required to do so.
- Accessible – we will ensure the policy is made available in a variety of formats.

## **1.4 Policy Aims and Objectives**

The aims and objectives of the policy are to:

- Ensure it complies with relevant legislation and good practice.
- Ensure WWHC addresses a range of housing needs and to allocate our properties based on need, giving those in greatest need the highest priority.
- Ensure that allocations are carried out effectively and efficiently to minimise the time taken to allocate empty properties and so keeping any rent loss to a minimum.
- Ensure there is direct access to our housing list.
- Ensure we make best use of our stock including matching applications with needs with properties that have been adapted to meet their needs.
- Monitor and review our allocations data. Information will be presented to the Performance and Risk (PAR) Sub Committee on a three-monthly cycle, annually to all tenants through the Annual Report and Annual Report on the Charter
- Provide quality rented accommodation affordable to those in housing need.
- Contribute to the physical, social, and economic regeneration of the area.
- Provide a safe environment in which all residents can live.

## **1.5 Legislation and Guidance**

**1.5.1** We will comply with all relevant legislation, standards, and targets.

**1.5.2** Our Allocations Policy complies with legislation, guidance and good practice including:

- The Housing (Scotland) Act 1987, 2001, 2010, 2014 & 2025
- The Homelessness (Scotland) Act 2003
- Matrimonial Homes (Family Protection) (Scotland) Act 1981

- Equality Act 2010
- Data Protection Act 1998 and General Data Protection Regulation
- Human Rights Act 1998
- Management of Offenders (Scotland) Act 2005 (Multi Agency Public Protection Arrangements – MAPPA)
- Scottish Social Housing Charter 2017
- Regulatory Framework (Scottish Housing Regulator)

**1.5.3** This policy has been developed in line with the Scottish Government paper “Social Housing Allocations: A Practice Guide”.

## **1.6 Consultation**

**1.6.1** In line with Section 54 of the Housing (Scotland) Act 2001 and with WWHC’s tenant participation strategy, this policy was developed in consultation with tenants, other residents, and applicants on the housing list.

**1.6.2** The consultation period commenced in March 2026 and was concluded in September 2026. 103 responses were received with 70 responses from WWHC tenants (9.9% of all tenants) and 33 from applicants who are on the WWHC housing list (20.8%).

**1.6.3** WWHC will address all issues raised by those consulted, although this clearly had to be done within the context of the law.

## **1.7 Basis for Selection – Points System**

**1.7.1** WWHC operates a points system for assessing applications for housing as it is the most embracing, objective, and accountable method and helps to exclude inconsistency and discrimination. The points system is used to compare the housing needs of all applicants so that accommodation is offered to those in the greatest need.

**1.7.2** All applications are treated in the same manner under the system: the same needs assessment being applied to all. The number of points awarded to an application is based on the points system, as outlined in section 3 Occupancy Standards and Point Categories.

## **1.8 Homeless Persons and Homeless Referrals**

**1.8.1** WWHC is committed to playing a part in helping to address the housing needs of homeless persons through partnership working with South Lanarkshire Council and have a joint working arrangement in place that sets out roles and responsibilities.

**1.8.2** Section 11 of the Housing (Scotland) Act 2001 places a duty on all RSLs to house homeless applicants referred to them by the local authority, unless there is good reason not to and it is WWHC’s policy that all

applicants referred under Section 11 will be made an offer of accommodation, providing that a suitable property is available.

## **1.9 Reasonable Preference**

**1.9.1** In line with the requirements of the Housing (Scotland) Act 2014, WWHC seeks to give priority (the legal term being “reasonable preference”) to applicants in one or more of the following categories:

- i. homeless persons and persons threatened with homelessness and who have unmet housing needs (as per the definition of “homeless persons” in Part II of the 1987 Act (as amended)).
- ii. people who are living under unsatisfactory housing conditions and who have unmet housing needs.
- iii. RSL tenants who are under-occupying.

**1.9.2** The term “reasonable preference” is not easy to define and, like many legal terms, has a meaning which can be decided upon only by the courts. “Social Housing Allocations in Scotland: A practice guide” has provided guidelines, and these have been used in formulating this policy.

**1.9.3** WWHC will give reasonable preference to the reasonable preference groups prior to the 2014 Act. These include:

- Living in a property which does not meet tolerable standard.
- Overcrowding

**1.9.4** WWHC will also give reasonable preference to the following categories as they reflect the needs of our area:

- Domestic abuse.
- Other harassment or abuse including serious incidences of antisocial behaviour.
- Insecure accommodation (other than statutory homeless).
- Needing an adapted or accessible home.
- Social, community or family support.

**1.9.5** WWHC will use the points system to help ensure that reasonable preference is given to the applicant in the above categories however, it should be noted that not all categories attract equal priority. Points will be awarded based on the applicant’s current situation. In addition, we will use compliance with Section 11 of the 2001 Act to help enhance the degree of preference to homeless applicants.

## **1.10.1 Letting Quotas**

**1.10.1** In order to maintain a balance between the various categories of lets, WWHC operates a quota system. Target percentages within the different categories are as undernoted:

| Category                                                                       | Target |
|--------------------------------------------------------------------------------|--------|
| Housing List                                                                   | 30%    |
| Internal Transfers                                                             | 20%    |
| Nominations/Section 5 Lets/ Applicants with an Unintentional Homeless Decision | 50%    |

**1.10.2** We will work in partnership with South Lanarkshire Council to offer 50% of our vacant properties to Section 5 cases as outlined above (40% of all lets will be offered directly to SLC and 10% to housing list applicants who have an unintentional homeless decision).

**1.10.3** The percentages outlined in the quotas are not absolute figures which must be attained. Rather, they are indicative percentages to help ensure that there is some balance within the lets made. If there is an imbalance towards the end of a year, for example, this does not mean that all subsequent lets will be made to “catch up.”

**1.10.4** Housing Officers will make selections throughout the year on a rotational basis (as outlined in the allocations procedures) to help ensure that the target percentages are broadly achieved on an ongoing basis.

**1.10.5** The Nominations (Section 11) category is as stated in the joint working arrangement.

## **1.11 Allocations to Committee Members or Staff or Related Parties**

**1.11.1** WWHC accepts that Committee members, staff members or members of their family may wish to seek housing with WWHC. They are entitled to be accepted onto the transfer or housing list and may be made an offer of housing using the same rules as other applicants.

**1.11.2** Our application form will ask applicants if they are a committee member, staff member or related to either a committee member or staff member. If the applicant is a staff member or related to a staff member then the staff member will not be involved in assessing the application nor making any offers.

**1.11.3** All offers of tenancy will be made in line with Section 6.12 of the Entitlements and Benefits Policy which states:

### ***Our people as tenants and service users***

*The offer of a tenancy or lease in one of our properties to one of our people or to someone connected to them.*

*This is permitted if it is in accordance with our published allocations policy and:*

- Neither the applicant or anyone connected to the applicant is involved in any way or in any part of the allocation process; and*
- The offer is approved by the Management Committee in advance; and*
- The tenancy is recorded as an interest in the appropriate register within five days of the tenancy commencing.*

## **1.12 Tenancy Agreement**

**1.12.1** The vast majority of lets will be made based on a Scottish Secure Tenancy (SST).

**1.12.2** In certain limited circumstances, however, WWHC may decide to let based on a Short Scottish Secure Tenancy (SSST). The circumstances are:

- where the tenant/joint tenant has been evicted for antisocial behaviour in the past 3 years.
- if the tenant or member of the household is subject to an antisocial behaviour order.
- accommodation let on a temporary basis to someone in receipt of housing support services.

**1.12.3** The short SST will be let for a period of 12 months, and it may be extended for a further 6 months. We will, however, aim to convert any short SST to a full SST at the end of the initial 12 months period.

## **1.13 Membership**

**1.13.1** All applicants who are offered and subsequently accept an offer of accommodation must become a member of WWHC as a condition of their tenancy.

**1.13.2** Joint applicants must both become members.

## **Section 2 - Applications and Applying for Housing**

### **2.1 Access to Housing**

**2.1.1** Anyone who is 16 years or above has the right to apply for housing and to be added to our housing list or, if they are an existing tenant, to our transfer list.

**2.1.2** Applicants must provide us with all the information and any supporting evidence that we need to assess their housing situation.

**2.1.3** All applicants will be advised of the likelihood of being housed by WWHC once their points total has been assessed. This may be of particular importance to:

- applicants whose application has attracted few or no points as, unless there is a change in their circumstances, it may be unlikely that WWHC will be able to make them an offer.
- applications who are looking for a stock type which has limited availability.

**2.1.4** Joint applications will be taken where applicants wish to live together as joint tenants. We will not refuse a request for a joint application or joint tenancy.

### **2.2 Internal Transfers**

**2.2.1** Internal transfers occur where a current tenant wishes to move to another one of WWHC's properties. As with Housing List lets, allocations are made principally based on housing need. All applicants wishing to be considered for an internal transfer must therefore complete an application form, following which a number of points will be awarded.

**2.2.2** All current tenants have the right to apply and be admitted to the Transfer List. However, given the low turnover of stock, it is not possible to guarantee that any offers will be made, and applicants will be made aware of this.

**2.2.3** Transfer applicants should also note that the suspensions criteria will be applied to their applications in line with this policy.

**2.2.4** Tenants who are transferring within WWHC's stock will be given up to 14 days to occupy their new property and return the keys for their previous property to the office or Concierge Station as agreed. Should the tenant require any longer than 14 days, rent, calculated at a daily rate, will be charged for each additional day until the keys are handed in.

## **2.3 Information and Advice**

**2.3.1** WWHC appreciates that allocations systems are complex and detailed and can be difficult for people to understand. Therefore, we are committed to provide easy to understand information and advice to applicants or those considering in applying.

**2.3.2** The following documents will be made available to all prospective applicants:

- A full allocation policy
- A summarised allocation policy
- An application form
- Details of our most recent annual stock and turnover to help applicants make a realistic choice about their options.
- Details of where to get help from independent information and advice providers.

**2.3.3** We encourage all applicants to attend an appointment in person or via telephone with a member of staff to complete their application. This will help ensure they get the appropriate advice and that their situation is assessed accurately. In the event they are unable to attend an appointment, an application form will be provided.

**2.3.4** Once an application is received and initially assessed we will update the applicant. A letter will be issued which will include details of their unique reference number and the level of points awarded within 7 working days.

**2.3.5** Any application where further information is needed to complete the assessment will be loaded onto the system but cannot be made “live” until all required information is received and will therefore not be considered for any offers of housing. A written request for the required information will be issued to the applicant with a clear timescale noted. If the required information is not provided the application will be cancelled on our system.

**2.3.6** Where an applicant wishes to be considered for wellbeing and housing need points, the assessment of this need will be completed after the main application has been assessed. This is to ensure the application is added to our housing or transfer list promptly as such awards can take longer to assess. A letter confirming receipt of the application for wellbeing points will be sent on receipt of the application and an updated award letter will be sent once the assessment is completed.

## **2.4. Factors Not Considered**

**2.4.1** The factors that must not be considered when allocating properties are set out in section 20(2) of the 1987 Act (as amended by section 10(3) of the 2001 Act).

WWHC will not consider the following:

- The length of time that an applicant has lived in this area.
- Any outstanding liabilities, such as rent, for a tenancy where the applicant was not a tenant.
- Any rent or other liabilities for a former tenancy that are no longer outstanding.
- Any rent or other liabilities that are not more than 1/12th of the annual amount payable
- Any outstanding liabilities (including council tax arrears) of the applicant or anyone who will live with the applicant which do not relate to the tenancy of the house.
- The age of the applicant provided the applicant is 16 or over, except in the allocation of house which have been designed or adapted for occupation by persons of a particular age group or for those who are or are in receipt of housing support services for persons of a particular age.
- The income of the applicant or their family.

## **2.5 Provision of Accurate Information**

**2.5.1** Applicants are expected to give a full and true disclosure of all information with regards to their application and to help confirm their circumstances. All applicants will be asked to provide 2 pieces of official mail, from various sources, linking them to their application address. They will also need to provide 1 piece of photographic evidence. This mail could take the form of a driving license, passport, utility bill, bank statement, benefit letter, or screen shot of online account etc. Photographic evidence also showing an address can be used for both purposes.

**2.5.2** If an applicant is found to have provided false information regarding their circumstances, prior to an offer or allocation, they will be contacted immediately and their application corrected. They may also be asked to provide further confirmation of their circumstances.

**2.5.3** If a tenant is found to have been granted a tenancy due to false information on their application form, WWHC will consider taking action to recover the property and the tenant will be contacted to discuss the situation. A full report of the circumstances and recommendation will be made by the Housing Manager to the Director.

## **2.6 Equal Rating of Applicants**

**2.6.1** In line with recommended practice, the allocation system prioritises housing need over time on the list. However, should 2 applicants have

the same points total at the top of the list, the offer will be made to the applicant with the earlier date of application.

## **2.7 Heritable Property**

**2.7.1** WWHC will consider property ownership as part of assessing an applicant's housing needs and their circumstances. This applies to the ownership of heritable property owned by the applicant or a person who normally resides with the applicant.

**2.7.2** Heritable property includes land as well as anything built on the land, and it can be property currently owned in the UK or abroad.

**2.7.3** In the following circumstances heritable property will not be considered:

- Where the property has not been let but the owner cannot secure entry to the property e.g. where it is not safe to enter due to structural faults.
- Where it is probable that occupying the property will lead to abuse from someone either living in the property or from someone who previously resided with the applicant whether it was at this property or elsewhere.
- Where occupation of the property may endanger the health of the occupants and there are no reasonable steps that can be taken by the applicant to prevent the danger.

## **2.8 Offers**

**2.8.1** There is no limit to the number of offers that can be made to an applicant. However, should 1 offer be refused the property types will be reviewed in conjunction with the applicant.

**2.8.2** Where notice has been given of a tenancy ending and where no major works are anticipated to bring the property up to a lettable standard, a selection will be made on the property before the end of tenancy date. This will allow viewings to begin as soon as possible including through conducting tenanted viewings when possible and will help reduce lost rents through empty houses.

**2.8.2** Wherever possible pre-allocation selections will be made verbally and will confirm details of the block/street and floor level to confirm if the applicant is interested in the offer. All full offers of tenancy will be made in writing. When an applicant is being made an offer of housing, the offer letter will detail the property details, rent charge and the timescale for responding.

## **2.9 Appeals**

**2.9.1** WWHC has a clear procedure for dealing with appeals arising from

decisions made in the allocations process. Appeals might be made under the following types of circumstances:

- The applicant thinks the priority awarded is not a fair reflection of their housing needs.
- They think the landlord has applied an unfair suspension or unreasonably cancelled their application.
- The applicant thinks they have not been made a reasonable offer.

**2.9.2** If any applicant is unhappy regarding their application or the treatment they have received then appeals should be made by:

1. Raising it with the Director.
2. Raising it with the full Management Committee.
3. Raise a complaint in line with the SPSO guidance

## Section 3 - Occupancy Standards and Points Categories

### 3.1 Occupancy Standard and Property Size

**3.1.1** The following standard is used to determine the number of bedrooms that an applicant and their household require. No more than 2 people, regardless of age, are expected to share a bedroom.

A separate bedroom is required by:

- A single person aged 16 years or more
- A couple
- Two children of the opposite sex unless one is aged 8 or above.
- Two children of the same sex unless there is an 8-year age gap.

**3.1.2** Applicants will be queued for the size of property that meets their needs as noted on the above table. However, due to the limited number of 5 apartment properties applicants will also be queued for a 4-apartment property if they wish.

**3.1.3** WWHC's appreciates the further difficulties caused for families where more than 2 people must share a bedroom and, in this instance, a further 10 points will be awarded for each additional person. The maximum award is 20 points.

**3.1.4** If applicants have overnight access to children, they can be queued for a property size that provides one bedroom more than they would be required for permanent household members. The option to queue for a property one size more than is needed by the permanent household will be determined by the applicant.

**3.1.5** There may be circumstances where an applicant is queued for a property with an additional bedroom due to Wellbeing points assessment (i.e. an additional room is needed for medical treatment at home or because of a family member is unable to share a bedroom due to a medical condition).

### 3.2 Points Categories

**3.2.1** Overcrowding points will be awarded if the applicant is currently occupying a property that is too small for their household needs. An unborn child will be considered as part of the household where the birth will result in overcrowding in terms of the above criteria. Pregnancy must be confirmed in writing from a medical source.

|                          |           |
|--------------------------|-----------|
| <b>Per Bedroom short</b> | 90 points |
|--------------------------|-----------|

**3.2.2** Access to Children: Where an applicant is overcrowded because of regular overnight access to children, access points will be awarded as a one-off award. Written proof must be submitted by the applicant

that access has been arranged either legally or through an 'in principle' agreement between the parents or guardians. Where such proof cannot be provided or where access arrangements are in dispute between the parents/guardians, access points in respect of children will not be awarded.

|               |           |
|---------------|-----------|
| <b>Access</b> | 40 points |
|---------------|-----------|

- 3.2.3** Under-occupation points will be awarded to all applicants who have a SST using the same criteria for minimum requirements as with overcrowding: an award of 70 points per bedroom surplus will be awarded for under-occupation. Where the application is for same size accommodation, points for overcrowding or under-occupation will not be awarded, regardless of household composition.

|                            |           |
|----------------------------|-----------|
| <b>Per Bedroom Surplus</b> | 70 points |
|----------------------------|-----------|

- 3.2.4** Insecurity of Tenure points will be awarded to applicants who do not have security at their current accommodation. These points will be awarded if the applicant is registered as living at the address and does NOT have:

- a SST agreement
- an Assured Tenancy Agreement
- a Private Residential Tenancy
- Ownership of their own home

- 3.2.5** These points will also be awarded where the applicant's accommodation is at risk, and the applicant is not responsible for the situation. In this instance the points would be awarded 12 weeks before the date that the current accommodation needs to be vacated:

- Notice to Quit (non-conduct grounds) has been served.
- Tied accommodation is ending because of redundancy or retirement.
- Repossession notice has been served on an owner-occupied home.
- Moving on from supported accommodation
- Leaving the armed forces

|                             |           |
|-----------------------------|-----------|
| <b>Insecurity of Tenure</b> | 60 points |
|-----------------------------|-----------|

- 3.2.6** Below Tolerable Standard points will be awarded by approval of the Director where the applicant is currently living in a property that is of extremely poor condition or is lacking standard amenities. We will require confirmation of the above before points are awarded. This can involve asking the applicant to provide satisfactory evidence from the

Local Authority's Building Control Department, the Environmental Health Department, or their landlord.

A property is below tolerable standard if it:

- is not structurally stable; or
- has rising or penetrating damp; or
- has no satisfactory provision for natural or artificial light, ventilation, and heating; or
- has no adequate supply of both hot and cold water to the bathroom and kitchen; or
- has no toilet available for the exclusive use of the occupants of the property; or
- has no effective system for drainage.

|                                 |            |
|---------------------------------|------------|
| <b>Below Tolerable Standard</b> | 125 points |
|---------------------------------|------------|

**3.2.7** Move nearer work points will be awarded where there is disruption to lifestyle caused by travelling long distances to the workplace and as such recognises this as an area of housing need.

**3.2.8** To alleviate this problem, WWHC will award 15 points where an applicant is in employment or about to start employment and either of the following applies:

- The distance from current residence to work is reduced by moving to West Whitlawburn; or
- Access to transport required for travelling to work is improved by moving to West Whitlawburn.

|                         |           |
|-------------------------|-----------|
| <b>Move Nearer work</b> | 15 points |
|-------------------------|-----------|

## **Section 4 – Wellbeing and Housing Need Points and Adapted Properties**

### **4.1. Wellbeing and Housing Need Assessments**

**4.1.1** Wellbeing and Housing Need covers two points' award categories – medical and social point's awards. Both will be awarded on a graded basis and will be applied where an applicant or a member of their application requires rehousing due to the unsuitability of their current accommodation. This could either be because of a medical condition or because they are experiencing other difficulties usually associated with social factors other than the property itself.

**4.1.2** Wellbeing points will only be awarded where rehousing would alleviate or improve the medical condition, the household's quality of life or the other social factors.

**4.1.3** Applicants will be issued with an application form for self-completion. Supporting evidence will at times be required to confirm the situation and rehousing needs. Each application will be assessed on its own merits where an applicant or member of the household is affected.

**4.1.4** Wellbeing points will be assessed internally by WWHC and will be countersigned by two members of staff to ensure all awards are fair and consistent. Recommendations for awards will be based on a comprehensive assessment of the applicant's needs which will consider:

- The severity of the condition
- The degree of incapacity
- The impact on the household
- The extent that rehousing will benefit the person/household.
- Any restrictions on the type of property because of the assessment

**4.1.5** Any restrictions in property type or adaptations needed will be confirmed in the points award letter. Information will also be given about the likelihood of being housed by WWHC given the assessment.

**4.1.6** All Wellbeing awards will be reviewed on an annual basis and before any offer is made to ensure the award is still appropriate.

**4.1.7** Applicants will only be allocated housing suitable to their needs (e.g. someone who had medical points because of an inability to manage stairs would not be offered a house where they would have to climb stairs (internal and external stairs will be treated in a similar manner) and someone who is fleeing violence would not be rehoused near the perpetrator.

### **Medical Points:**

No distinction is made between medical conditions that are physical in nature and those which relate to mental health. What is important is the severity of the condition and whether rehousing will help it. The presence of a medical condition will not merit points. Where the health need or disability is expected to be short-term, wellbeing points would not be awarded:

- a) Where more than 1 person within an application has a medical condition an assessment of the combined medical needs will be carried out. This will result in one points award.
- b) Where an applicant requires an adapted property, but they are in short supply (e.g. 4 apt MSF with shower adaptation) we would consider the applicant for a property that did not entirely meet their need but would improve their situation and alleviate other needs (e.g. overcrowding).

### **Social Points:**

Social points will be awarded to give reasonable preference to other applicants who are experiencing housing and social difficulties because they are living in unsatisfactory housing situations. These situations are usually associated with social factors other than the property itself.

Examples include, but are not restricted to:

- domestic abuse
- other harassment or abuse
- a need for social, community or family support
- looked after and accommodated young people.
- kinship carers, fostering or adoption.
- leaving the armed forces
- leaving prison

To address the unusual circumstances in which social point assessments often involve, this policy is designed with flexibility in mind, which allows each application for social points to be assessed on its own merits, taking all factors into account. Points will be awarded on a graded basis, up to a maximum of 200 points, depending on the severity of the case.

Supporting evidence may be requested to aid the accuracy of the assessment and confirm circumstances; however, this may not be necessary in all cases.

## **4.2. Wellbeing and Housing Need Points Categories**

### **4.2.1** There are 3 categories of medical awards:

|        |            |
|--------|------------|
| High   | 200 points |
| Medium | 150 points |

|     |            |
|-----|------------|
| Low | 100 points |
|-----|------------|

### Sample of Points Levels

|                     |                                                                                                                                                                                                                              |
|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>High (200)</b>   | where an applicant is unable to live independently and access the property due to medical condition and is, in effect, housebound in the current property due to location/stairs (e.g. needs a wheelchair adapted property). |
| <b>Medium (150)</b> | where an applicant is unable to access property due to internal/external stairs and is unable to bathe independently due to facilities (e.g. needs a property with less stairs and shower adaptation).                       |
| <b>Low (100)</b>    | where an applicant is unable to share a bedroom due to a medical condition.                                                                                                                                                  |

There are 4 categories of social points awards:

| Category  | Definition       | No. of Points |
|-----------|------------------|---------------|
| <b>A*</b> | Extremely severe | 160 – 200     |
| <b>B</b>  | Severe           | 100 – 150     |
| <b>C</b>  | Less severe      | 50 – 90       |
| <b>D</b>  | Relatively Minor | 20 – 40       |

\*It is not expected that Category A circumstances will apply on a regular basis, and such cases will be subject to annual committee reporting.

### Sample of Points Levels

|                   |                                                                                                                                                                                                                                                    |
|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Category A</b> | Serious harassment, actual violence or threats of violence, marital/relationship breakdown involving domestic violence, etc., other exceptional circumstances, where no other element of housing need exists.                                      |
| <b>Category B</b> | Where social conditions cause severe problems to the applicant or family members to a lesser degree than extremely severe (e.g. looked after and accommodated young people).                                                                       |
| <b>Category C</b> | Circumstances leading to less severe problems, move nearer local support where medical need exists, marital/relationship breakdown, severe neighbour problems where the applicant is not causing the problem, kinship care, fostering or adoption. |
| <b>Category D</b> | Minor problems e.g. move nearer childcare facilities, move nearer social, community or family support where no medical need exists.                                                                                                                |

## 4.3. Allocation of Adapted Properties

4.3.1 WWHC recognises that some people will need an adapted or accessible property and will ensure those properties are offered to

those that need the adaptation in the first instance.

- 4.3.2** If there is no demand for an adapted property on our lists, we will contact other housing providers in our area to enquire if they have demand on their lists. If no provider has demand for the adapted property an offer will be made to the applicant with the highest need on our lists.
- 4.3.3** Where the health need or disability is expected to be short term the applicant would not be considered for an adapted property.

## **Section 5 - Managing the Lists**

### **5.1 Tenancy References**

**5.1.1** WWHC will seek references from applicant's current and former landlords. References will be sought in line with General Data Protection Regulation.

**5.1.2** We appreciate that private landlords do not always keep tenancy information. If a request is sought from a private landlord and they do not have the appropriate information or they do not respond to the request the applicant will not be penalised.

### **5.2 Change in Circumstances**

**5.2.1** Applicants whose circumstances change from their first application must advise WWHC of these changes. All changes to an application will be confirmed in writing.

**5.2.2** All applications will be checked prior to any verbal or written housing offer, and should any changes affect the points level by reducing it, the offer will not proceed unless the new total results in the case remaining at the top of the list.

**5.2.3** All applications will be reviewed on an annual basis and re-assessed as appropriate. Notwithstanding this, any changes advised by the applicant will be processed as they are advised and a new points letter issued.

### **5.3 Suspensions and Exclusions**

**5.3.1** WWHC will not exclude any applicant aged 16 or over from applying for housing and being assessed using the needs-based points system. However, in certain circumstances it may be appropriate to suspend an application. We will only suspend an application where we have robust evidence to support the decision.

**5.3.2** An application that is suspended will not receive any offers of housing until certain circumstances have changed, conditions have been met, or a given period has passed. The application will remain on our list while suspended unless the applicant asks to be removed from the list.

**5.3.3** Suspensions will not use the same evidence more than once to impose a suspension when it relates to the same application. E.g. If a suspension is imposed because an applicant abandoned a previous tenancy, we will not suspend again using this reason once the initial suspension has ended. However, we may impose a further suspension for a different reason.

**5.3.4** WWHC would expect the number of suspensions to be extremely low, and, in all cases, applicants will be advised of the following:

- The suspension is section 20B (i.e. that it is a statutory suspension)
- The reasons for the suspension
- The implications of the suspension
- The timescale of the suspension including the start and end date
- Any conditions that need to be met to have the suspension removed
- Where to find independent housing and legal advice
- The right to appeal including their right to appeal to the Sheriff Court because they are suspended under section 20B.

**5.3.5** The same suspension criteria will apply to applicants for internal transfers.

**5.3.6** All suspensions will be for a maximum of 36 months. Where there is discretion regarding the timescale the suspension time will be agreed by a Housing Officer and the Housing Manager considering each individual set of circumstances.

**5.3.7** The table below sets out the reasons and circumstances where we will suspend an application and the appropriate timescale.

| <b>Suspension Reason</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>Criteria and Timescales</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Antisocial Behaviour</b></p> <p>Acts committed by either the applicant or a member of their household.</p> <p>This includes but is not restricted to:</p> <ul style="list-style-type: none"> <li>• Pursuing a course of antisocial conduct such as causing alarm, distress, and nuisance, harassment, towards neighbours, staff, or others. It includes behaving in a violent and aggressive manner.</li> <li>• Antisocial Behaviour Order</li> <li>• Criminal activities relating to a tenancy e.g. drug dealing</li> <li>• Eviction decree for antisocial behaviour</li> </ul> | <p><b>Timescale – up to 36 months</b></p> <p>Depending on the nature and severity of the behaviour. A course of antisocial behaviour must involve conduct on at least 2 occasions.</p> <p>Where the applicant has made an application and a pattern of antisocial behaviour is established or being investigated the application will be suspended.</p> <p>If an applicant has been made an offer and antisocial behaviour is being investigated the offer will be held pending conclusion of the investigation</p> <p>If the investigation confirms the antisocial behaviour the offer will be</p> |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• Extensive damage to current or previous property.</li> <li>• In line with our Estate Management Policy, in the event 3 written warnings are issued within a 12-month period (e.g. for fly tipping, bulk disposal, stair or landing cleaning or garden condition) any Housing Application to transfer within our stock will be suspended.</li> </ul>                                                                                                                                                             | <p>withdrawn and the application suspended.</p> <p>When assessing the length of the suspension we will consider:</p> <ul style="list-style-type: none"> <li>• the nature, frequency, and length of the conduct,</li> <li>• the extent to which the conduct arises because of acts or omissions of other people rather than the tenant,</li> <li>• the effect the conduct is having on other people.</li> <li>• the nature of the offence</li> <li>• whether the behaviour that led to the conviction has had an impact on the those living in or around the property</li> <li>• any other action taken or could be taken, by the landlord to resolve the situation.</li> </ul> <p>In situations where suspending the application may not have a positive outcome, we will consider an alternative solution of offering a SSST with support. This decision will be made on a case-by-case basis.</p> |
| <p><b>Rent Arrears and Tenancy Debts</b></p> <p>Debt due by the applicant for either a current or former tenancy (e.g. rent arrears or rechargeable repairs).</p> <p>The suspension will still be applied if the debt has been written off by the landlord.</p> <p>The application will not be suspended in the following circumstances:</p> <ul style="list-style-type: none"> <li>• the debt does not relate to the tenancy of a house.</li> <li>• the debt has been repaid.</li> <li>• the rent arrears and/or tenancy debts are less than</li> </ul> | <p><b>Timescale – up to 36 months</b></p> <p>If an applicant was evicted because of rent arrears/tenancy debts the suspension will be 36 months.</p> <p>Suspensions due to rent arrears or tenancy debts will be reviewed after a period of 6 months.</p> <p>The suspension will be lifted in the event the applicant:</p> <ul style="list-style-type: none"> <li>• debt has been repaid in full.</li> <li>• an arrangement to pay off the debt has been kept for a period of 3 months.</li> <li>• the debt has been reduced to less than one twelfth of the annual rent charge.</li> </ul>                                                                                                                                                                                                                                                                                                         |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>one twelfth of the annual rent (one month's rent)</p> <ul style="list-style-type: none"> <li>• a repayment plan is in place and agreed payments have been in place for at least a three- month period.</li> </ul>                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <p><b>Neglecting a property</b></p> <p>A suspension will be applied where the applicant is a current tenant of a council or RSL and has breached their tenancy agreement due to the following:</p> <ul style="list-style-type: none"> <li>• Unsatisfactory condition of the property, garden area, wilful damage, or vandalism.</li> <li>• Alterations/improvements have been carried out to the property without approval from the landlord.</li> </ul> | <p><b>Timescale – up to 36 months</b></p> <p>The suspension will be lifted once:</p> <ul style="list-style-type: none"> <li>• the applicant's landlord has confirmed they are satisfied that the property has been brought up to an acceptable standard, and</li> <li>• that any rechargeable repairs in relation to this work have been repaid or if the value is less than one twelfth of the annual rent (one month's rent).</li> </ul> |
| <p><b>Making a false statement in an application</b></p> <p>A suspension will be applied where the applicant has knowingly given false information to gain an advantage over others on any one of the housing lists.</p>                                                                                                                                                                                                                                 | <p><b>Timescale – up to 36 months</b></p> <p>We will look at the circumstances of each case individually and will not suspend the application if the false information does not affect the outcome of the priority assessment.</p>                                                                                                                                                                                                         |

**5.3.8** All suspensions will be reviewed every 6 months to ensure that they are still appropriate and that they are lifted when the time set has elapsed. We will report the following to the Management Committee:

- Number of applications suspended and the reason(s)
- Number of suspension reviews requested by applicants and the outcomes
- Number of appeals and the outcomes

## **5.4 Deferrals**

**5.4.1** We appreciate in certain circumstances that an applicant may wish to remain on the list but not be made offers. Common reasons for this are health, family, and financial circumstances.

**5.4.2** If an applicant advises us that they wish to remain on the list but do not want to receive offers, the application will be “deferred.” The application will remain on our list, with their given priority, while deferred.

**5.4.3** The deferral will be in place for an agreed period. The length of time the application will be deferred will be agreed with the applicant and will depend on their circumstances. While deferred they will be bypassed for offers.

**5.4.4** All deferrals will be kept under six monthly review to ensure the applications are not deferred indefinitely. Once the applicant asks for the deferral to be lifted, we will review the application to ensure any priority award is still correct, and we will consider the applications for offers immediately.

## **5.5 Review of the Lists**

**5.5.1** WWHC will review all applications annually. This will be done monthly around the anniversary of the application date. This will help to ensure we have up to date information from applicants and will help reduce offers of housing that the applicant may not qualify for or be interested in. The first letter will give the applicant 3 weeks to reply confirming if they wish to remain on the list.

**5.5.2** A reminder letter will be sent to all applicants who fail to respond to the initial contact with a response deadline of 1 week.

**5.5.3** Applicants who fail to respond to the reminder letter will have their application cancelled. A letter will be sent to confirm this.

## **5.6 Cancelling and Reinstating Applications**

**5.6.1** WWHC will only cancel applications in certain circumstances. These are:

- The applicant asks us to cancel the application.
- The death of the applicant
- The applicant repeatedly fails to respond to correspondence e.g. Requests for information, an offer of housing or a review.
- The applicant is on the transfer list and is no longer a Co-operative tenant.

**5.6.2** In the event that an application is removed and an applicant contacts us again within a 6-month period, the application will be reinstated with the original date of application, and no new application form will be required. If the applicant contacts after a 6-month period, a new application will be required, and a letter will be issued with an updated point calculation and a new unique reference number.

## **Section 6 – Other Housing Management Provisions**

### **6.1 Dogs in Multi-Storey Flats**

**6.1.1** We operate a strict no dogs in our multi-storey flats. The only exception to this policy is in respect of registered hearing or assistance dogs. Once we receive all relevant information the Housing Manager will review the information and make the decision.

**6.1.2** If permission is granted, we will monitor the situation. If any animal is proven to be acting in an antisocial manner or causing concern, we may take appropriate action.

### **6.2 Harassment**

**6.2.1** We recognise that harassment at or near the home is a serious problem. This includes physical attacks, damage to property, verbal abuse and other behaviour which deprives people of the enjoyment of their homes on the grounds of a personal attribute such as gender, racial origin, sexuality, age, disability etc. We deem that the safety of the applicant is paramount. We will provide appropriate advice and assistance including signposting to other agencies including SLC Homeless Service, other voluntary agencies and Police Scotland.

**6.2.2** Given the nature of our stock which is within one small geographical area when appropriate we will signpost to other housing providers out-with our area. For those who are applying to us from out-with the area by at least 3 miles we will award additional points recognising the impact of this behaviour on the applicant and their household.

### **6.3 Eviction**

**6.3.1** WWHC will not accept a Section 5 nomination for a former tenant who was evicted by us.

## **Section 7 – Delegated Authority (Exceptional Circumstances)**

### **7.1 Process Approval and Reporting**

- 7.1.1** It is recognised that in exceptional circumstances cases may arise where the points system may not adequately deal with a situation and a separate referral to a partner organisation is not suitable.
- 7.1.2** In such cases, the Housing Manager, with the Director's approval, may consider a direct housing allocation, out-with the standard allocations process, considering the applicant's exceptional need or the urgency of the situation.
- 7.1.3** In such instances, a report focusing on the circumstances (rather than the allocation) will be retrospectively made to the Management Committee and, if appropriate, an amendment to the Allocations Policy will be considered.

## **Section 8 – Reporting, Monitoring and Policy Review**

### **8.1 Measuring the Outcomes of the Policy**

**8.1.1** In order to review the policy effectively, the Management Committee must be able to assess how well the ways in which the policy has been operated according to the policy aims.

**8.1.2** Committee reports will confirm the following:

- Priority is being given to applicants in housing need.
- the policy and accompanying practice are contributing positively to the prevention and resolution of homelessness.
- the policy is giving priority under the Unsatisfactory Housing Conditions reasonable preference group.
- the policy makes best use of properties that become available and makes best use of wheelchair accessible and adapted stock.
- the policy enables people with changing needs to find accommodation which better suits their current needs.

### **8.2 Policy Review**

**8.2.1** This Policy will be reviewed on a 3-yearly basis.

**8.2.2** In the case of changes to legislation or significant changes to best practice, the review period may be reduced.

## Equalities Impact Assessment

| Policy/Project/Service Information                                                                                                          |                                                                                                                                                                     |                                                                |                      |
|---------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|----------------------|
| <b>Lead Officer</b>                                                                                                                         | Head of Housing Services / Housing Manager                                                                                                                          |                                                                |                      |
| <b>Policy / Project / Service</b>                                                                                                           | Allocations Policy                                                                                                                                                  | <b>New Policy / Project / Service or revision of existing?</b> | Revision of existing |
| <b>Is this a reassessment following amendments being required at a previous assessment?</b>                                                 | No.                                                                                                                                                                 |                                                                |                      |
| <b>Briefly describe the aims, objectives and purpose of the policy / project / service.</b>                                                 | To allocate properties that become vacant within our housing stock to those persons and households displaying the highest levels of housing need.                   |                                                                |                      |
| <b>Who is intended to benefit from the policy / project / service? (E.g. applicants, tenants, staff, contractors)</b>                       | Those who apply to WWHC for housing - housing list applicants, homeless applicants and WWHC tenants.                                                                |                                                                |                      |
| <b>What outcomes are wanted from this policy / project / service? (E.g. the measurable changes or benefits to members/ tenants / staff)</b> | All applicants to WWHC have an equal right and opportunity to access the housing list and that there is no direct or indirect discrimination against any applicant. |                                                                |                      |

| Consultation                                                                                                                                                                                                                                                                                                                             |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Who have you engaged and consulted with as part of your assessment?</b></p> <p>All WWHC tenants, all current applicants and local stakeholders were invited to participate in the Allocations Policy Consultation using their preferred contact method. In-person meetings, phone meetings and electronic surveys were issued.</p> |

103 responses were received of which 70 were from WWHC tenants and 33 from housing list applicants. No responses were received from local stakeholders.

| <b>Equalities Impact Assessment</b>                                                           |          |                                                                                                                                                                                                                                                                               |                                                                                                          |
|-----------------------------------------------------------------------------------------------|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|
| <b>Which protected characteristics could be affected by the policy, practice, or service?</b> |          | <b>Identify any positive impact/s that could result for each of the protected characteristic groups.</b>                                                                                                                                                                      | <b>Identify any negative impact/s that could result for each of the protected characteristic groups.</b> |
| <b>Age</b>                                                                                    | <b>X</b> | All medical assessments are counter-signed. Vacant properties with noted adaptations (e.g. level-access showers) are matched to applicants who require such adaptations or facilities. In the event of no such applicant on the WWHC list we will contact peer organisations. |                                                                                                          |
| <b>Disability</b>                                                                             | <b>X</b> |                                                                                                                                                                                                                                                                               |                                                                                                          |
| <b>Gender Reassignment</b>                                                                    |          |                                                                                                                                                                                                                                                                               |                                                                                                          |
| <b>Marriage &amp; Civil Partnership</b>                                                       |          |                                                                                                                                                                                                                                                                               |                                                                                                          |
| <b>Race</b>                                                                                   | <b>X</b> | Translation and interpreting services are used by WWHC. Information is provided in alternative formats and languages as required to provide full opportunities to access the housing list.                                                                                    |                                                                                                          |
| <b>Religion/Belief</b>                                                                        |          |                                                                                                                                                                                                                                                                               |                                                                                                          |

|                            |          |                                                                                                                                                                   |  |
|----------------------------|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <b>Pregnancy/Maternity</b> | <b>X</b> | From notification of pregnancy the unborn child is considered part of the household and points are awarded where the birth will result in household overcrowding. |  |
| <b>Sex</b>                 |          |                                                                                                                                                                   |  |
| <b>Sexual Orientation</b>  |          |                                                                                                                                                                   |  |

| <b>Action Plan To Mitigate Negative Impact</b>                                         |               |                            |
|----------------------------------------------------------------------------------------|---------------|----------------------------|
| <b>What action/s are required to address the impacts arising from this assessment?</b> |               |                            |
| <b>Protected characteristics</b>                                                       | <b>Action</b> | <b>Implementation Date</b> |
| <b>Age</b>                                                                             |               |                            |
| <b>Disability</b>                                                                      |               |                            |
| <b>Gender Reassignment</b>                                                             |               |                            |
| <b>Marriage &amp; Civil Partnership</b>                                                |               |                            |
| <b>Race</b>                                                                            |               |                            |
| <b>Religion/Belief</b>                                                                 |               |                            |
| <b>Pregnancy/Maternity</b>                                                             |               |                            |
| <b>Sex</b>                                                                             |               |                            |
| <b>Sexual Orientation</b>                                                              |               |                            |
| <b>Human Rights</b>                                                                    |               |                            |

| Final Decision                                                      | Tick relevant box                   | Include explanation where appropriate |
|---------------------------------------------------------------------|-------------------------------------|---------------------------------------|
| Approved for implementation without change                          | <input checked="" type="checkbox"/> |                                       |
| Amend or change the Policy/Project/Service                          | <input type="checkbox"/>            |                                       |
| Continue the Policy/Project/Service without change (despite impact) | <input type="checkbox"/>            |                                       |
| Stop the Policy/Project/Service                                     | <input type="checkbox"/>            |                                       |
|                                                                     |                                     |                                       |
| Lead Officer Signature                                              | Nicola Carrigan                     |                                       |
| Date                                                                | 18/09/2026                          |                                       |
| Date approved by Management Committee/ Sub Committee                | 29/09/2026                          |                                       |