Community Counts
Milnbank
Housing Association
53 Ballindalloch Drive, Glasgow G31 3DQ

TO:	Management Committee
PREPARED BY:	Chris Chalk (Director of Housing & Community Initiatives)
SUBJECT:	ALLOCATIONS POLICY
DATE OF MEETING:	11 NOVEMBER 2025
APPROVED BY:	Paul Martin (CEO)

ALLOCATIONS POLICY

CC/NOVEMBER.2025/REF:P1

0141 551 8131 admin@milnbank.org.uk www.milnbank.org.uk

A registered Scottish Charity No.SC039891 Registered: Scottish Housing Regulator.
Registration No. HCB 161 SC Registered: Financial Conduct Authority - 1818 R(S).
Registered under the Co-operative and Community Benefit Societies Act 2014.

ALLOCATIONS POLICY

CONTENTS

1. MHA's Strategic Objectives
2. MHA's Values
3. Regulatory & Legislative Compliance
4. Policy Introduction
5. The Basis of Selection
6. The Associations Housing Stock
7. Offers of Association Accommodation
8. Appeals
9. Exceptional Circumstances
10. Data Collection
11. Monitoring & Review of Strategy

Appendix 1 – The Points System

MILNBANK HOUSING ASSOCIATION (MHA) STRATEGIC OBJECTIVES

MHA's mission is to provide excellent homes and services in a thriving community. We believe that people living in the MHA community should:

- Have warm, safe, and affordable homes, and receive excellent services from MHA.
- Live in neighbourhoods that are clean and well cared for, with real community pride.
- Have access to opportunities and services that promote a good quality of life.

1. MHA's VALUES

Working as 'One Milnbank' so that we offer the same quality of services, support and housing to all tenants and residents.

2. LEGAL & REGULATORY COMPLIANCE

The Management Committee leads and directs MHA to ensure good outcomes for its tenants and other service users. In terms of the Allocations Policy, there are a number of legal and regulatory requirements which MHA has incorporated and adheres to when allocating accommodation. These include:

(a) **HOUSING (SCOTLAND) ACT 2010 & 2014** - To meet the requirements of this Act, MHA shall have clear rules governing admission to the housing list and the Association's priority for allocating available accommodation (2010), amended by the 2014 Act in terms of the three priority groups.

(b) **CONTROL OF PAYMENTS BENEFITS FOR STAFF AND COMMITTEE MEMBERS POLICY** – In terms of the above, MHA may grant a tenancy to Employees, Committee Members, former Employees, former Committee Members and close relatives of the aforementioned. Housing applications from employees and relatives of persons connected with the Association will be treated in line with all other applications. In the event of such a tenancy being granted, the decisions made regarding this tenancy will always comply with all relevant legislation, regulatory guidance and best practice in dealing with any of these applications.

(c) **EQUALITY AND DIVERSITY**– MHA will abide by the Equality Act 2010. MHA will not discriminate against any applicant who applies to be rehoused on the grounds of race, religion, gender, age, disability, sexual orientation, pregnancy & maternity, gender reassignment or marital status.

To help fulfil its commitment to Equality & Diversity MHA collates and monitors data of the ethnic/racial origin, economic status, and household details of all those who apply for housing. The Allocation Policy is provided, free of charge, to anyone who applies to be rehoused or who requests a copy. The Policy and application form is also available in Braille, large print, audiotape and a translation to other languages on request.

(d) **<u>OTHER LEGISLATION</u>** – In addition to the above, MHA also adheres to:
-Race Relations (Amended) Act 2000
-Matrimonial Homes (Family Protection) (Scotland) Act 1981
-Sex Discrimination (Amended) Act 2003
-Data Protection Act 2018 and the UK General Data Protection Regulations

<u>Regulatory Requirements</u>

The Scottish Social Housing Charter was introduced by the Scottish Housing Regulator in 2012. It sets the standards and outcomes for all social landlords when performing their housing activities. The outcomes that are relevant to the allocations policy are:

- Outcome One – Equality
- Outcome Two – Communication
- Outcome Three – Participation
- Outcome Seven, Eight and Nine - Housing Options
- Outcome Ten – Access to Social Housing
- Outcome Eleven – Tenancy Sustainment
- Outcome Twelve – Homeless People

(e) **<u>GUIDANCE</u> -** MHA have signed the Make a Stand Pledge to support people experiencing Domestic Abuse.

We recognise that domestic abuse can be experienced by women, men, or in same sex relationships and that it can involve any family relationship including children. MHA recognises that a person has a right to a life free from violence and abuse. MHA will use its best efforts to assist in the rehousing of people experiencing domestic abuse. We will do this whether the abuse is physical, sexual or emotional; and whether the victim is male or female. However, as a relatively small landlord, we may not always be able to provide immediate help in such cases.

MHA has committed to provide assistance to applicants applying via the Glasgow City Council Care leaver's protocol.

4. <u>INTRODUCTION</u>

4.1 Milnbank Housing Association (MHA) is a Community Controlled Housing Association operating in the East End of Glasgow. It is a non-profit making organisation, established in 1975 with the primary remit of improving the housing provision within its area of operation.

A key function of MHA is to allocate available housing within its stock in a manner that is fair and equitable and in line with good practice guidelines. To facilitate this, an Allocations Policy has been implemented. This is needs based in order to reflect its statutory duty to identify and give priority to the three groups specified in the Housing (Scotland) Act 2014.

5. THE BASIS OF SELECTION

All allocations are made in accordance with the Allocations Policy which is determined by the MHA's Management Committee. It operates the following one or more of these routes:

1) External Housing List (Open to all applicants who are not MHA tenants)
2) Transfer List (Open to existing MHA tenants)
3) Section 5 referrals (List of statutory homeless applicants)
4) 4) Mutual exchange

All information provided by an applicant, or sought by MHA to assess the housing need, will be treated in the strictest of confidence. The information will only be disclosed to MHA staff in line with the Allocation Procedures.

There is continuous opportunity for applicants who consider themselves to be in housing need to apply for housing. Applicants must be 16 years old or over. There may be certain circumstances where it would be helpful to accept an application from someone six months prior to their 16th birthday (e.g. to help the transition of a young person leaving care, however they would not be allocated a property until they have turned 16. Completed applications will be entered onto the appropriate list, e.g. 2, 3, 4, 5 apartment etc.

Eligibility for different property types

- General needs housing – this is accommodation that is suitable for anyone regardless of age, mobility or other impairment
- Amenity housing – the allocation of these properties is age and needs defined through direct applications or local authority section 5 referrals.

A visit to your home may be arranged prior to you being made an offer.

Removal from the Housing List - MHA will only remove an applicant from the housing list for the following reasons:

1) Applicant requests that their application be removed from the list
2) Death of an applicant
3) Applicant fails to respond to the annual review of the housing list or a time specific letter

Confirmation Of Circumstances - The onus of proof of circumstances lies with the applicants in most circumstances.

Applicants unable to provide adequate evidence as their housing needs or circumstances will have their application cancelled.

Responsibility for notifying changes of address and other change of circumstances lies with the applicant. Failure to notify changes may materially affect the points awarded.

Suspension from the Housing List - Applicants may be suspended from the housing list for the following reasons:

- Where applicant has rent arrears, or any other debts attributed to a current or previous tenancy
- The applicant has tenancy related convictions, and the Association is not satisfied that such behaviour has ceased and is unlikely to re-occur
- On grounds of conduct: where the applicant has had an order for recovery of possession on certain grounds made against them; and/or a previous tenancy has been terminated on the grounds of abandonment or neglect of the property
- Applicant has provided false or misleading information
- Applicant has intentionally worsened their own circumstances to promote their application for housing
- Where a direct applicant has refused two reasonable offers of housing. A reasonable offer is defined as an offer for a property which is based on application information and preferences, will meet the applicant's housing need
- Applicants have voluntarily suspended themselves
- Where an applicant is not eligible for assistance (i.e. asylum seeker)
- An applicant has been violent or aggressive to staff

The length of the suspension will be considered by the Association when looking at the applicant's history. Suspensions will be subject to regular review.

Applicants may appeal in writing against a decision to suspend/refuse access to the Director of Housing & Community Initiatives within 10 working days. If the applicant is not satisfied, they can then follow the Association's complaints process.

Suspensions cannot be applied to a homeless household with the local authority has a duty to rehouse (section 5 referrals).

Review Of Applications - A review of direct applications will be carried out on at least an annual basis.

Applicants will be required to respond to a letter within 28 calendar days of receipt stating whether they still wish to be considered for housing and listing any changes in circumstances. Failure to do so will result in the applicant being removed from the list. If an applicant contacts the Association within one month (28-calendar days) of being removed from the list, giving good reason for not responding they will be reinstated.

Removed applicants contacting us after the 28-calendar day deadline with no good reasons for not responding, must reapply by completing a new application form. This will be regarded as the new date of application, unless the Senior Housing Officer considers there to be mitigating circumstances.

Arrears and Other Tenancy Related Debt - Where the tenant or applicant owes more than one twelfth of the annual amount payable in relation to a current or former tenancy, their application will be suspended from the housing list unless there is an appropriate arrangement to pay debts and the arrangement has been maintained for the previous three months. The Director of Housing & Community Initiatives has the discretion to approve an offer of

housing to an applicant who does not meet these conditions where there are special circumstances.

If the applicant was not the tenant, and instead was a member of the household, the Association will not consider the tenancy related debt when assessing their application.

Where tenancy debt is over five years' old, applicants will not be suspended. Any tenant who is allowed to start a tenancy with arrears owing to us, must sign and undertaking to pay off the arrears within a reasonable time which will be determined by the Association.

Anti-Social Behaviour (ASB) - Applicants will only be suspended for ASB which is serious, and tenancy related (i.e. breach of tenancy agreement). The criteria for this would be referred to section 16(3) of the Housing (Scotland) 2001 Act.

Where applicants have caused serious ASB issue within three years or terminated or abandoned a Milnbank Housing Association or other landlords' tenancy where they were responsible for wilful damage a Short Scottish Secure Tenancy will be considered.

Section 5 Referrals and Other Protocol Referrals - The Association will seek to enter formal partnership arrangements with the relevant local authority.

The partnership arrangements will set out nomination agreements between the two bodies and the basis on which Association will assist the local authority in meeting housing needs and its statutory homelessness duties.

The Association will provide both temporary and permanent accommodation for homeless people upon the request of the local authority as part of its duty to secure permanent accommodation under the homelessness legislation.

Where this is not possible, there must be a good reason as per the Housing (Scotland) Act 2001 'Homelessness Section 5: Guidance on Good Reason', for example:

The Association is unable to make suitable housing available within six weeks of the request and the local authority is satisfied that it can source appropriate accommodation from another provider in a reasonable period; the only housing available is a type which is not appropriate for the applicant, for example sheltered housing, specialist accommodations, or significantly adapted properties for occupation by people with a disability. Where the local authority withdraws the referral (this could be related to the first bullet point as an example); or where the applicant has voluntarily suspended their application.

There are no other grounds on which a section 5 referral can be refused.

Note: It is not appropriate to place a victim of domestic abuse near the area where the perpetrator lives unless the victim has specifically requested this due to access to local schools, friends or family nearby.

Any dispute arising from the operation of these arrangements will be resolved either through the dispute process agreed with the local authority or through the use of an Arbiter.

If an applicant behaves in a threatening or abusive manner towards a member of staff, the Association will consider a suspension based on the seriousness of the

behaviour. Careful judgement must be used as the behaviour may be a symptom of mental ill-health or a momentary expression of frustration.

6. THE ASSOCIATION'S HOUSING STOCK

MHA's stock is within its one area of operation. Regardless of the location, all available stock will be allocated to the acceptable MHA standard. Area preference will only be considered where there is a specific reason (e.g., domestic violence). The range of housing stock is as follows:

1) Mainstream – The largest majority of MHA's stock is general mainstream flats, with a small supply of houses. This accommodation ranges in size from one bedroom to a small supply of 4 bedrooms. Vacant accommodation within this category is allocated from the main housing lists.

2) Wheelchair Housing - MHA has a few adapted properties. Selection will be restricted to applicants who can clearly demonstrate the need for such accommodation and must have medical verification.

3) Adapted Accommodation - MHA has a small provision of accommodation with specialised features (medically adapted flats) and will be allocated to applicants in terms of their housing need. MHA's housing stock may also, if required, be allocated for the following:

   Decant Accommodation - On occasions it is necessary for MHA to use properties from the Housing Stock for decanting purposes (e.g. in an emergency like a fire, flood etc.)

   Mutual Exchange – Existing tenants of MHA may arrange mutual exchanges with tenants of any housing association or local authority. The in-coming tenant will be subject to the same scrutiny as other applicants and must be of a suitable family size for the property. The incoming tenant must accept the condition of the flat as viewed. MHA may refuse a Mutual Exchange in situations where:
   - There is an ongoing investigation or history of antisocial behaviour
   - Receipt of an unsatisfactory tenancy reference
   - The exchange will result in overcrowding, or under occupation, of the property

   Lease Agreements - MHA is committed to working with other agencies to support tenants who are allocated a tenancy with MHA. (E.g. Health and Social Care Partnership)

7. OFFERS OF ASSOCIATION ACCOMMODATION

All completed applications will be entered onto the respective housing list and all offers will be based on housing circumstances and the availability of vacant stock.

MHA Existing Tenants - As MHA is committed to building and maintaining a balanced and stable community it seeks to avoid an excessive number of vulnerable households or a concentration of age range and/or lifestyles in one area. At the same time, consideration must also be given to potential problems caused by possible clash of lifestyles. As such, MHA is required to consider the

needs of the existing tenants in an area as well as the needs of the local community before making a specific allocation. MHA, therefore, must be able to exercise an element of flexibility and use of discretion when making individual allocations.

Where it is felt to be inappropriate, inadvisable or against the greater good of the immediate community or the applicant, MHA retains the right to bypass the applicant(s) at the top of the housing list for a particular property. The Director of Housing & Community Initiatives must approve the bypassing of any applicant on discretionary grounds, clearly providing a written audit of the reason(s). The applicant(s) bypassed will remain at the top of the housing list and will be considered for the next suitable accommodation that becomes available.

Assessing Housing Circumstances - Where more than one applicant has the same points, circumstances of the applicant and the suitability of the property in relation to the needs of the applicant (e.g. size, medical needs etc.), will be considered. No account will be taken of the length of time an applicant has been on the housing list.

Providing Support - In applications where harassment, in any form, is evident or where an applicant has a disability or is from an ethnic background, MHA will work in partnership with the relevant support/advisory body where applicable.

Rejecting an Offer - Applicants will receive a maximum of two offers of accommodation. If both offers are rejected, the application form may be suspended. After a minimum of 6 months, the applicant will be able to reapply at the expiry of the suspension period.

Accepting a MHA Tenancy - Where an offer of tenancy has been accepted, the applicant will be expected to occupy the property within two weeks of the date of entry or otherwise deemed by MHA.

In the case of a transfer, MHA existing tenants have two weeks from the date of entry to occupy the new property and return the keys for their existing property to the office. During this two-week period, rent will not be charged, and the two weeks will be discountable from void loss and reletting times. Should a tenant require longer than the two weeks, any additional time out with the two-week period, an additional rent will be charged at a daily rate until the date the keys are handed in. A maximum of 4 weeks will be allowed at the discretion of the Director of Housing & Community Initiatives.

Applicants will be given up to two working days from the date of the offer letter to respond either by refusing the offer or by making an arrangement to view the property. Failure to do so will result in the offer being withdrawn in writing by the Association and recorded as a refusal.

An applicant must normally accept an offer and sign the tenancy agreement within one working day of viewing the property, although this may be extended by a further working day in special circumstances. Failure to do so will result in the offer being withdrawn and recorded as a refusal.

The Association does appreciate that applicants may want to view and sign for a property on the same day and in exceptional circumstances staff will facilitate this request when required.

Sharing bedrooms

The minimum number of bedrooms that are required by a household with children will be based on the following:

- 1 bedroom for each two children of the same sex under the age of 16
- 1 bedroom for each two children of a different sex under 10 years
- Once a child reaches the age of 16, they will be classed as an adult and will be allocated a separate bedroom
- Where a member of the applicant's household is pregnant, the unborn child will be counted in the household calculation size when proof is provided

The above will be used to determine whether applicants are entitled to either overcrowding or under-occupation points. Any household currently living in conditions where they do not meet the minimum standards set out above will be awarded overcrowding points.

Additional bedrooms

The following households will be offered properties with one extra bedroom (in addition to the minimum requirement in the sections above).

- Households with a medical need for an extra bedroom. This must be for a documented and evidenced medical need. For example, a couple where an applicant requires a medical bed which can only accommodate one. Evidence would have to be from a third party such as a support plan, social work, occupational therapy etc
- Applicants who have access to their child(ren) 50% of the week shall be added to the most appropriate waiting list. This must be evidenced for example by solicitor's letter, receipt of child benefit. The Association understands the difficulties this poses, and each individual case will be taken on its own merit.
- Households with a need for an extra bedroom for a permanent carer that is part of a support plan and requires a bedroom for support purposes. This would require evidence such as a support plan from social work
- Households who require an extra bedroom due to fostering (if a fostering application is pending, the Association will consider granting an extra bedroom before a child becomes a member of household. This may depend on how far advanced the application is and the views of any relevant organisation such as the local authority handling the application. Any decision to award an extra bedroom should be approved by Director of Housing & Community Initiatives. This would also apply for those households who have kinship care arrangements as defined by the Looked After Children (Scotland) Regulations 2009.

* Where there is access 50% of the week and it is a voluntary arrangement the Director of Housing & Community Initiatives has discretion to allow this on a case-by-case basis, proof of this voluntary arrangement would be required.

Factors not taken into account:

As set out in Section 20(2) of the 1987 Act (as amended by section 10(3) of the 2001 Act) the factors which Landlords must not consider when allocating properties are:

- The length of time an applicant has resided in its area
- Outstanding Liabilities attributable to the tenancy of any house of which the applicant is not, and was not when the liability accrued, a tenant
- Age of the applicants provided that they are 16 years of age or over
- Income of the applicant All relevant issues are covered within our Allocation procedures so that allocations meet legal requirements. These procedures are held internally and can be made available to applicants on request.

8. APPEALS

MHA recognises that a situation may occur where an applicant is unhappy with a decision reached over their application, and in such an event may wish to appeal this decision. Where an applicant wishes to appeal, the following mechanism should be observed:

1) If a Housing Assistant or Officer does not adequately clarify the decision, you can discuss the situation with the Director of Housing & Community Initiatives.

2) If a Housing Assistant or Officer does not adequately clarify the decision, applicants should submit their appeal in writing to the Director of Housing & Community Initiatives. Where this is not possible, an applicant can make contact at MHA's office whether in person or by telephone.

3) If the matter is not resolved by this stage, the Applicant may appeal in writing to the Chairperson of the Management Committee within 14 days of the first appeal decision. At all stages, a written statement can be requested from MHA setting out the reasons for the decisions taken.

4) If you are not happy with the outcome from this meeting you will normally be able to contact the Scottish Public Services Ombudsman.

Any appeals received will be dealt with in accordance with MHAs Complaints Procedure Policy, a copy of which will be given free of charge on request.

9. EXCEPTIONAL CIRCUMSTANCES

It is unlikely that every situation will be captured within one Allocations Policy and there may therefore be exceptional circumstances where we may require to make an allocation which is not immediately within the scope of our Policy, but which meets our legal obligations. Illustrative examples of this may include:

- where we make a management transfer or special let outside the normal allocations policy; or

- where we make an exceptional allocation to someone who does not qualify to succeed to a tenancy – for example a carer who has given up their previous home; or

- where we make an allocation, out with our normal allocation system, to a household being resettled in the UK – for example through an official Resettlement Programme. Any allocations made in this way will require the approval of the Director of Housing & Community Initiatives and will require to be reported to Management Committee.

10. DATA COLLECTION

MHA will manage all personal data in accordance with our obligations under the GDPR regulations and the Association's Policy.

11. MONITORING AND REVIEW

The Director of Housing & Community Initiatives will manage the implementation of this policy ensuring that MHA internal procedures are followed.

The Allocations Policy is reviewed Triennially by the Management Committee unless there are significant changes to legislation or is otherwise deemed necessary.

APPENDIX 1 - THE POINTS SYSTEM

The assessment of housing applications is on a points basis and will be based upon the following criteria:

	CATEGORY	**POINTS AWARD**
1.	**MILNBANK HOUSING ASSOCIATION TENANTS**	
1a.	Milnbank HA Tenant's - Relationship Breakdown An MHA couple who can demonstrate that their relationship has broken down and can no longer reside together will be awarded points under this category. (These points can be allocated to the partner who can be a joint tenant or qualifying occupier.) Any offer made under this category will normally be out-with their present area.	40 POINTS
2.	**HOMELESSNESS** Where a referral is made by Glasgow City Council under Section 5 of the Housing (Scotland) Act 2001 will be added to the relevant Section 5 Referral List in date order of receipt of the referral. Other applicants assessed as homeless will be awarded points as follows: - Statutory Homeless, Roofless, No Fixed Abode or Homeless Unit. - Under threat of eviction (where evidence can be provided. I.e., Notice to Quit). ****(NOTE: Those awarded Homeless, Roofless and No Fixed Abode points will not be awarded overcrowding / under occupying points or sharing accommodation or amenities points)** **LACK OF SECURITY/SHARING ACCOMMODATION** Applicant living with friends or relatives, under the threat of eviction, residing in tied accommodation e.g. Janitor, obliged to sell but without enough financial resources to buy other suitable accommodation or tenant without a lease Applicant served / serving in the Armed Forces Tenants living in private rented accommodation who have difficulties in making rent payments due to excessive rent charges. (Points will be dependent on income/expenditure/proof of tenancy/proof of rent charge) (NOTE: Applicants can only be considered for Homelessness OR lack of security / Sharing Accommodation).	40 POINTS 40 POINTS 20 POINTS 30 POINTS 25 POINTS

3.	**<u>OVERCROWDING</u>** All applicants will receive points where overcrowding or under occupation occurs. The criteria is as follows: - 1 bedroom for applicant and spouse, partner or co-habitee - 1 bedroom for each 2 children of the same gender under 16 years - 1 bedroom for each 2 children under 10 years - 1 bedroom for each other person All applicants will be awarded 10 points for each extra or additional bedspace. (overcrowding should be proven by providing evidence for everyone living at the address) *Where an addition to the family is expected, medical confirmation will be requested. *Milnbank Housing Association tenants who are residing in 4 apartments & 5 apartments will be awarded 30 points per bedroom that is under occupied. (owner-occupiers and lodgers will not be granted under-occupation points, only tenants of a RSL or private landlord)	10 POINTS
4.	**<u>FIRST ACCOMMODATION</u>** To assist applicants who are not overcrowded/under occupying and who are applying for their first property. (applicants will have to provide evidence that they have had no previous tenancy) Applicants who are leaving local authority care and are referred and accepted via the Leaving Care Protocol. (NOTE: Applicants who are accepted via the Leaving Care Protocol will not receive first accommodation points).	30 POINTS 70 POINTS
5.	**<u>LACK OF AMENITIES</u>** No cooking facilities Where cooking facilities are located in the same room as the applicant sleeps No permanent heating system	20 POINTS 10 POINTS 20 POINTS
6.	**<u>SHARING AMENITIES</u>** Where an applicant shares amenities with other people who are not being rehoused with them, they will be awarded points as follows: - Sharing a bathroom - Sharing a kitchen	10 POINTS 10 POINTS

7.	**<u>UNSATISFACTORY PROPERTY</u>** - If property suffers from long-standing disrepair, dampness or infestation and is unlikely to be resolved in a reasonable time. - Where disrepair, dampness or infestation, exists but is localised Proof will be required before points are awarded. The Local Authority will confirm that an applicant is living in unsatisfactory housing conditions that does not meet the tolerable standard set out in housing legislation.	30 POINTS 20 POINTS

8.	**<u>MEDICAL CONDITIONS</u>** Medical points will only be awarded where it is demonstrated that the current accommodation is unsuitable and by moving to alternative accommodation the applicant, or anyone else in your household, will receive an immediate or long-term health benefit. A medical self-assessment form should be completed for each person with a medical condition, and further information may be requested from your GP, Hospital Consultant or other Government agency e.g. DWP. Unless otherwise confirmed by a medical professional, all medical applicants will usually be considered for ground or first floor accommodation. If applicants require sole use of a bedroom, or if they need an additional bedroom, due to a medical condition verification from a GP or health professional will be required as confirmation of this. (where an additional bedroom is required for medical reason as children may be sharing a room, overcrowding points should also be awarded) Award will be based upon the details of on the Medical Assessment Form and proof of a disability benefit (PIP, DLA, Attendance Allowance or any other appropriate benefit) which assists staff on making a decision whether the need is high, moderate or low priority.	
8a.	<u>High Priority</u> Points will be awarded where it is demonstrated that the current accommodation is: - greatly exacerbating the medical condition or health problem - severely restricting the person's access to essential facilities within the property - rendering the person housebound - severely restricting the person's daily activities - the present accommodation is totally incompatible with the person's physical disabilities (e.g. an applicant, with a	60 POINTS

	qualifying condition, living on 3rd or 2nd floor accommodation requiring ground floor / level access property)	
8b.	<u>Moderate Priority</u> Points will be awarded where it is shown that the current accommodation is: - aggravating the medical condition or health problem - restricting the applicant's mobility within the property - making it difficult for the sufferer to move freely around their home - the present accommodation is incompatible with the person's physical disabilities (e.g. an applicant, with a qualifying condition, living on 2nd floor or 1st floor accommodation requiring ground floor	50 POINTS
8c.	<u>Low Priority</u> Points will be awarded to applicants that demonstrate that their current accommodation is: - aggravating the medical condition or health problem - causing the person mental and/or emotional problems (e.g. depression) to such a degree that continued and long-term assistance is required from psychiatric services. Points will only be considered if accompanied by a Psychiatric report. Also, applicants suffering from depression, with supporting letter from Psychiatrist)	40 POINTS
8d.	<u>Additional Medical Points</u> If more than one applicant in each household will benefit additional points per person will be awarded.	10 POINTS

9	**<u>SOCIAL CONDITIONS</u>**	
9a.	<u>Support</u> Points will be awarded to those applicants who need support of, or who have to support, a relative living within MHA's area of activity.	20 POINTS
9b.	<u>Employment</u> Points will be awarded to those applicants who wish to reside in the area for employment reasons. Their place of employment must be within a 3-mile radius. (Proof of employment will have to be provided before these points are awarded).	20 POINTS
	Where a joint application is submitted, and both applicants are in employment within a 3-mile radius of the Association the 2nd applicant will be awarded 10 points. (Applicants must evidence the support received or provided before these points will be allocated)	10 POINTS
9c.	<u>Other Social Conditions</u> MHA recognises that there are some other situations where there are special needs or exceptional social circumstances not adequately covered under other sections of this Policy Points under this category may be awarded by the relevant housing staff. For audit purposes the Housing Services Manager will confirm these points. It may be necessary to request evidence to support this category e.g. Police, Social Work Services, Landlord etc. If you share custody of your children, you must have overnight access to your children a minimum of two nights per week, and you must be able to evidence this.	30 POINTS
10.	**<u>HARASSMENT/DOMESTIC ABUSE/ANTI-SOCIAL BEHAVIOUR</u>** Harassment should not be confused with neighbourhood issues general nuisance, vandalism or other forms of anti-social disputes. Harassment goes beyond neighbour disputes and is on-going violence which may be physical or verbal, and which is aimed at a	50 points

	specific person or household purely on the basis of a personal factor such as nationality, race, religion or sexuality. Points will be awarded for harassment when the applicant can demonstrate that their quality of life is seriously affected because of harassment of themselves or a member of their household. Evidence may be requested such as letters of support from current landlord, police report etc. Points will be awarded for issues within the neighbourhood, and this will reflect the severity of the problem in the neighbourhood at large and the direct effect it is having on the applicant and/or applicant's family. **Points will only be awarded in this section when the applicant remains in the address shown on the application at the date of award **Points will not normally be given if the applicant or a member of their household is judged to be the instigator and perpetrator of the dispute and is being unreasonable in their expectations or is unjustified in their accusations and complaints. ** Where a move will not resolve the harassment/domestic abuse an applicant is experiencing, then no points will be awarded (i.e. moving to a property within the vicinity of where the harassment/domestic abuse took place.)	50 points 20 points