

# Allocations in Edinburgh Procedure

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Owner:	Fiona Ross	Job Title:	Head of Housing	
			Services	
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		All Care & Support Managers		
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### **Version Control**

Date	Owner	Version	Reason for Change
22/01/2020	Fiona Ross	V3.0	To update after approval of HM01 in September 2019
			Minor changes in document with a change of some of the tasks being undertaken by the HSA rather than the HSO. Additional appendices added in for clarity



# Allocations in Edinburgh Procedure

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## 1.0 Introduction

This procedure supports our <u>Allocations Policy</u> (HM01) and details our arrangements for approving allocations for properties in the City of Edinburgh (for non-Edinburgh properties see <u>procedure ref: HM21</u>).

Edinburgh operates a central housing register known as EdIndex (referred to in this procedure as 'the system'). All applicants for housing by ARK must complete the EdIndex application form, indicating their choice of landlord(s) and area(s) if appropriate.

The housing register is administered on behalf of all participating landlords by a central team based in a City of Edinburgh Council office. Processing of the Edindex application form is undertaken by this team.

This procedure should be read in conjunction with the Registered Social Landlord (RSL) Choice Allocations Manual, V6, as detailed in Appendix 1 and hereafter referred to The Manual. This details all the computer processes to be followed. Housing Services staff will ensure that they follow the Manual at each stage, to ensure that there is a clear audit trail for each decision made etc.

## 2.0 Allocating a Tenancy

#### 2.1 Advertising the void property

The process to identify a new tenant will start following receipt of notice of termination of a tenancy, or following repossession of a property, as a result of abandonment or eviction.

The Housing Services Assistant (HSA) will add details of any notice received and/or confirm the void date on the system as detailed in pages 1 and 2 of the Manual.

The HSA will create an advert for the void property and upload a photo (see pages 3 to 7 of the Manual) using Northgate. The advert will be checked by the EdIndex team. If the advert is submitted by a Wednesday then it will be advertised on the website, <u>www.keytochoice.co.uk</u> on the following Friday afternoon. If the advert is submitted any later than a Wednesday then it will be included in the void edition posted on the second Friday following submission.

#### 2.2 Shortlisting

From the responses to the advert the EdIndex team will carry out the initial shortlisting and this will normally be completed by the Friday at 3.30 p.m., a week after the advert was posted on the website.

The HSA will:

- Discuss with the Housing Services Officer (HSO) whether the let needs to be a Sensitive Let and whether any restrictions should be considered and complete the Edindex Restrictions Proforma (Appendix 2). This ensures we consider whether ARK tenants are on the shortlist, get the correct household size and whether there are any health or mobility restrictions;
- Access the system and from the initial list create an ARK shortlist (see pages 7-8 of The Manual) ;
- Review the top 3 shortlisted applicants;
- From the information on the system determine whether there is a requirement to contact a Homeless Officer/Support Provider/Housing First Officer/ Sex and Violent Offender Liaison Officer (SAVALO) before contacting the applicant. This allows information to be shared about whether the applicant is ready for a tenancy or whether there are any risks which need to be considered;
- Unless there is a good reason not to do so (which will have to be entered on the system as part of the audit trail), phone the top applicants, advise they are being considered for the property and arrange for the Housing Services Officer (HSO) to do a pre-allocation assessment visit;
- Share with the HSO any information about vulnerability/risks before the visit is undertaken;
- Email the Edindex team to request the Edindex Home Visit Report.

## 2.3 Pre-allocation visit

The HSA will write to the top 3 applicants on the list (Appendix 3) advising that they have been shortlisted for a property. The letter will advise that:

- A pre-allocation visit to discuss the application will be carried out by the HSO and HAS;
- The applicants must confirm that they will be able to attend the Pre-Allocation visit by the given deadline;
- An applicant will be able to contact the HAS to re-arrange the date and time for the visit;
- This process may have to be repeated, moving down the shortlist, if some or all of those contacted initially either do not reply or advise they are not interested.

(Please note that Homeless households must be sent the Homeless pre allocation letter – Appendix 3A).

The main purpose of the pre-allocation visit will be to check the accuracy of the information on the application form and generally assesses the applicant's suitability for the vacant property. During the visit the HSO will complete a pre-allocation form (Appendix 4).

Where the HSO finds that information that affects the points total has changed the applicant will be advised that a new points assessment will have to be made, which may affect their position on the housing list. The details will be passed to the EdIndex team for follow up.

If during the visit the applicant advises that they no longer wish to be considered for housing by ARK, the HSA will update the information on Edindex, removing ARK as a landlord of choice.

Following the pre-allocation visits the HSA will:

- Take up landlord references (Appendix 5);
- Complete the necessary UK Visa requirement checks;
- Complete a Tenancy Recommendation Form (Appendix 6) summarising the results of the shortlisting process and pre-allocation visits;
- Attach relevant background correspondence, notes of visits etc.
- Pass the Recommendation Form and attached papers to the Senior Housing Services Officer (SHSO) for checking and signing off to approve the allocation prior to sign up.

If the HSO has concerns about an applicant at the top of the shortlist and wishes to 'bypass' an applicant, this will be discussed with SHSO and the SHSO will make the final decision. This will be based on the information set out in Section 3 below. The HSO will ensure that clear reasons are entered on the system (see page 9 of the Manual).

While awaiting receipt of references the HSA will make a conditional offer to the successful applicant (see page 9-10/15 of the Manual).

If at this stage the applicant should change their mind and decline the offer, the HSA will update the system (see page 16 of the Manual) then re-commence the process with the next applicant on the list.

## 3.0 Reasons to Not Make an Offer

There may various circumstances in which ARK might choose not to make an offer of housing to an applicant on their list. When this happens, ARK will give a clear reason for doing this if this is requested form the applicant.

Following the pre – allocation process ARK will only contact successful applicants.

#### 3.1 Bypassing an Applicant

ARK may decide not to make an offer to the applicant at the top of a short list. If we do, it would be for one of the following reasons:

- The property would not meet the applicant's needs;
- Failure to respond to our communications relating to an offer without good reason;
- Applicant has previously refused an offer of the property or a similar property in the same location;
- The applicant does not match the local lettings initiative;
- The applicant does not meet the following criteria for a sensitive allocation:
  - The applicant will not be able to sustain the tenancy;
  - The allocation would create a lack of stability or imbalance in the community for the applicant;
  - The allocation could be detrimental to the applicants' social wellbeing;
  - Applicant's previous conduct could have a negative impact on the existing tenants.

#### 3.2 Suspending an Applicant

In line with suspensions under Section 20B of the Housing (Scotland) Act 1987, Statutory Guidance, the Housing (Scotland) Act 2014 (Scottish Government 2018), ARK may apply a statutory suspension of an applicant if it is found that the applicant meets the criteria which justifies the application being suspended in ARK's Allocation Policy. The suspension of any application will be at the HoHS discretion and ARK will ensure that procedure applied will be in line with statutory guidance.

## 4.0 Finalising the offer of the tenancy

Once the applicant has accepted an offer, the HSA will complete the final stages on Northgate in accordance with Pages 10-13 of the Manual.

The HSO will write to the successful applicant to offer them the tenancy (Appendix 7) and arrange a viewing of the property. This will be accompanied by the Offer of Tenancy Acceptance Form (Appendix 8) which the applicant must return to the HSO.

If the tenant accepts the property following the viewing, the HSO will arrange the tenancy sign-up and handover of the property keys. For further details see the New Tenant Sign Up & Settling-in Visit procedure ref: HM23.

Following acceptance of the tenancy offer the HSO will update the Allocations module and Capita tenancy records remove the property from the Voids Board.

The HSA will request the original Edindex Application form from Edindex and this will be filed in the Tenancy File.

# 5.0 Implementation & Review

#### 5.1 Implementation

The Head of Housing Services is responsible for ensuring that this procedure is implemented when required by the appropriate staff.

#### 5.2 Review

The Head of Housing services will ensure that this procedure is reviewed at least every three years.

Appendix 1 – Edindex Choice Allocations Manual

# **Choice Allocations Manual**

# **Northgate Version 6**

**Trainees Manual** 

## Function: Processing Notice Received

#### You must be in the Estates tab

Notice received is the communication from the tenant they will be vacating the property on a future date. The duration could vary depending on reasons.

Select	Tenancies		
Select	Advanced Search		
Select	Address Details		
Building Number Street	eg 197 eg Commercial Street		
Click	Search		
Click	Expand button		
Take a note of the property reference r	number e.g. 906261354		
Select Actions drop down menu	Assign Expected End Date		
Select	Notice Received 토		
Select	Expected End 🗾		
Select	Termination Reason 🔳		
Select	Next		
Select Magnifying Glass			
Contact Address		0	Copy To All
Type in a forwarding address			
Select	Search		
Click	Select for relevant property		
Select	Copy to All		
Click	SAVE		

System Messages			
ICY-00202 A void instance exists 1 1 - 1	or property 906261354 which needs to be confirmed		
Click	Close		
Function: Confirming the Void			
Select	Voids		
Select search drop down	Property reference		
Туре	Property reference into text box		
Search on Property Ref ▼ 906261354			
Press	Return on keyboard		
or			
Select	Advanced Search		
Select	Address Details		
Building Number Street	eg 197 eg Commercial Street		
Select	Search		
Select	Provisional void		
Select Actions drop down	Select confirm void		
Void Ref         Property Address         Status Start         Status           170715         102 Wester Drylaw Place,Edinburgh,EH4 2TG         07-DEC-2014         PROV           Select         Prove         PROV         PROV         PROV	Grp       Class       Apt       Path       Actions         RES       ROUT       PROV       -                Please Select               Void Details               Void Details               Confirm Void               Tenancies		
Select Status	Change to CONF		
Select	Status Start Date using		
Select Path	Change to Choice Void Path		
Click	SAVE		

## The following pop up will appear

### Note : Take a note of the void reference number for the confirmed property

Void Ref	Property Address	Status Start	Status
170715	102 Wester Drylaw Place, Edinburgh, EH4 2TG	14-JAN-2015	CONF

#### Function: Creating an advert

Photographs					
<ul> <li>Take photo</li> <li>You will need to rename it to the address of your property e.g. Commercialstreet197.jpg</li> <li>Always name your photo the full name of the property</li> <li>No abbreviations / No spaces</li> <li>Capital letter at the beginning <u>only</u></li> <li>.jpg</li> </ul>					
	Example Commercial Street 197.jpg				
Council Staff	Save the photo onto your computer (in the n drive)				
RSL Staff See details in the box below					

#### RSLs only - Uploading Your Photo

Save the photo onto your computer and then you will need to upload it to the Council as follows :-

Select http://rsl.edinburgh.gov.uk RSL photo sharing system link

Note: Save this link in "your favourites" on your computer

**Note:** Only 1 person from each landlord can log into this system at a time.

## Function: Creating an advert on Northgate

#### You must be in **Estates**

Select	Voids			
Select search drop down		Property or void ref	ference	
Type Search on Property Ref ▼ Search on Void Ref ▼ 175177	906261354	Property or void ref	ference into t	ext box
Press		Return on keyboar	d	
Select Actions drop down		Void Details		
Select	Other Fields tab			
Free Text (Compulsory)				
♦ Void Events (Y)	♦ Other Fields	(N) $ ildet$ Inter	rested Party Us	ages (N)
Select		Free text Actions	drop down	
Select		Update Voids Othe	er Fields Valu	he
Free text for Choice Advert	Ν	TEXT -	-	Please Select Update Voids Other Fields Value

Update In the Value box, type in your free text here (200 characters only – remember type of heating, no abbreviations, use commas).

Click	SAVE
Rent Charges (Compulsory)	(RSL staff only)
Select	Rent Charges Actions drop down
Select	Update Voids Other Fields Value
Update 200 (no need for £ sign)	In the Value Box type in rent charge e.g.

Click	SAVE			
Service Charge (if applicable)	(RSL Staff Only)			
Select	Service Charge Actions drop down			
Select	Update Voids Other Fields Value			
Update e.g.200 (no need for £ sign)	In the Value Box type in service charge			
Click	SAVE			
Period RSL Charges apply over (Compulsory)	(RSL Staff Only)			
Select	Period RSL Charges drop down			
Select	Update Voids Other Fields Value			
Update	Select option using Value drop down			
Click	SAVE			
Starters/Movers (Compulsory) - (You n Details/Other Fields	now create this under <b>Estates/Voids/Void</b>			
Select Create / Assign Element	Select Element using pop up			
Select	Starter			
Select	Attribute, select relevant			
Select Apply (or save if not putting in all elements at once)				

# Photo Reference (compulsory)

Select		Properties from top right of page					
Estates My	Portal Allocations	Rents Housi	ng Advice				
Admin Units	Households Part	ies Properties	Tenancies	Voids	Appointments		
Page History -	Voids						
Void Ref Property Ref	170715 906261354					Actions	th <u>Properties</u>
Select		Other fi	elds				
♦ Interested	l Party Usages	(N) 🕹 Other F	ields (N)			operties (N)	

#### **Reference for Photo for Choice Advert**

Select Actions drop down Value

Update Properties Other Fields

Update In the value box type in photo reference e.g.Cairn\Commercialstreet197.jpg

(Please do not type in CAPITALS .JPG as the photo will not be picked up.

Click **SAVE** 

#### Elements

You must be in Estates	/ Voids / Void details /	<b>Properties</b>
------------------------	--------------------------	-------------------

Select

Elements Tab

♦ Elements (Y) ♦ Property Addresses (Y)

Select

Create

Select

Assign Element to Property

#### A box will open below the list of current elements

<b>Attribute</b> Please Select ▼	Attribute Value	
		Attribute Date
Further Attribute	*Start Date	Account Charge Start Date
*Location	14-JAN-2015	Repair Status
Quantity	Please Select      End Date	Please Select 💌
Comments		

#### You must be in Estates / Voids / Void details / Properties / Elements

#### Age Band (only select if an age is required)

Select Create /	Assign Element
	-

Select Element using pop up

Age Band

Select

#### Select

Select Apply (or save if not putting in all elements at once) **Energy** - (compulsory) - Always check this element is listed – if it isn't follow these steps:

#### EER now called EPC

- Select Create / Assign Element
   Select Element using pop up
- Select

Energy

Select
 Rating

Attribute Energy Efficiency

- No Further Attribute required anymore
- Select Apply (or save if not putting in all elements at once)

#### **Additional Elements**

There is no longer a need to type the following information into your free text.

You will now select an **Element** in Northgate which will display as a symbol next to your advert.

You must be in Estates / Voids / Void details / Properties / Elements

Bath / Internal Stairs / Wheelchair / No pets / Garden

#### Bathroom (If required)

Select Create / Assign Element

CBL Bath

Select

Select

Attribute, select relevant

Select Element using pop up

Select Apply (or save if not putting in all elements at once)

Internal Stairs (If required) Select Create / Assign Element

Select Element using pop up

**CBL Stairs** 

Select	Attribute, select INTSTAIRS
Select Apply (or save if not putting in all elements at o	once)
Wheelchair (If required) Select Create / Assign Element	Select Element using pop up
Select	CBL Wheel
Select WHEELCHAIR	Attribute, select
Select Apply (or save if not putting in all elements at o	once)
No Pets (If required)	
Select Create / Assign Element	Select Element using pop up
Select	CBL Pets
Select	Attribute, select NOPETS
Select Apply (or save if not putting in all elements at o	once)
Garden (If required)	
Select Create / Assign Element	Select Element using pop up
Select	CBL Garden
Select	Attribute, select YES
Select Apply (or save if not putting in all elements at o	once)
Function: Assigning properties to a Void Edition	
You must be in the Allocations tab	
Select	Void Edition
Select Search drop down	Select Edition Ref
Update	Type in Void Edition No
Select Return on keyboard or click perform search	

Select Actions Drop down	Edition Voids
Select	Create
Select	Create Void Edition Instance
Update or search on address using P then click	Type in Void Ref
Click	SAVE
Function: Shortlisting Applicants	
Select	Allocations
Select	Voids available for offer
Select Search Drop Down	Void ref
Update box	Type in void reference in text
Select	Perform Search or hit return on keyboard
Select Actions Drop down	Select Suitable Applicants
Select	Short List
Select down	Choice shortlist from drop
*Short List CHOI - Choice Short	

Select

**Restrictions Tab** 

This shows the list of restrictions for Choice. Depending on the shortlist required select and/or update the particular restrictions you require.

Select Suitable Applicants			Last Query	New Query	Cancel	Help About
Short List						
Restrictions						
Question Ref	Description	Opr		Answer		Select
5335	Is app a starter?	-	•	YES 🔻		
5336	Is app a mover?	-	•	YES 🔻		
5199	Number of children <16	-	•	0		
5332	Minimum Age of Applicant	>=	•	16		
5333	Maximum Age of Applicant	<=	•	150		
5194	Number of applicants	=	•	1		
5195	Number of others	-	-	0		
5339	All to be housed	=	•	1		
5032	Current landlord	-	-	CE	1	
5439	Can app easily manage stairs?	=	•	YES 🔻		
			1 - 1(	)	Next >	

Add Row

< - less than > - more than = - equals to e.g. To select applicants aged 25 or over, beside Min Age enter > = 25. If the property is for both Starters/ Movers you do not need to select Starter or Mover.

Tick

Select beside each chosen restriction

Select

Search

This may take some time as Northgate selects a list of suitable applicants who are within the constraints of your selected restrictions.

#### Function: Viewing shortlist applications

Select first applicant on the list

Select Action drop down Maintain application details

Here you can examine all the details of the applicants shortlisted.

Function: Bypassing an application

If an applicant is unsuitable for the property you **must bypass** them on Northgate. For audit purposes you must have a valid reason.

Applicant		
Create bypass reason		
By Pass Reason		
Insert further details in text box		
Comments		
<ul> <li>No repayment plan in place</li> </ul>		

Click

#### SAVE

#### Function: Creating a Shortlist Offer

This is used to create any type of offer e.g. pre-allocation. Shortlist Offers will save all the bypass reasons recorded for other applicants.

Select	Suitable applicant
Select Actions drop down	Create shortlist offer
Select	Offer date using
Select	Respond by date using 💻
Select (RSL Registered Social Landlord or CEC	Tenure Type using drop down
Select Tenancy type tenancies	Should be: SEC Edinburgh periodic
Select	Stage Code using drop down
Select	Offer reason using drop down
Select	Expected start date using 💻
Enter details for name	Offer / Interview Officer's

Click

SAVE

This will then bring you back to your shortlist and you will notice that your applicant under offer has now disappeared.

Function: Terminate a Tenancy

Before you can create your new tenancy by updating your offer, a termination date for the current tenancy must be entered.

#### You must be in the Estates tab

Select	Tenancies
Select Search drop down	Property ref
Update	Property ref in text box and hit return
Select	Relevant Tenancy

Select Actions Drop down	Terminate Tenancy
Select	Actual End using 💻
On Northgate the Tenancy terminated Consequently the tenancy start date i	l date must always be a SUNDAY. must always be a MONDAY.
Select	Termination Reason from drop down
Select	Next
If applicable	
Select	contact address using 🦻
Enter	Address details
Click	Select beside relevant address
Select	Copy to all

Note – Contact address will have changed to new address. Also this will apply to all who stayed in the property.

The message	below will	be	display	/ed
ino moodago		20	alopia	,

Syste	m Messages	
Δ	HRA-00241	The following revenue accounts will be terminated :- 80090621.

#### SAVE

As RSL's do not have a connection to Rents system this is not relevant.

#### Function: Updating an Offer Type

This procedure is used to take an offer through various stages e.g.from Preallocation Offer to formal Offer.

Select Allocations Select Offers

Select Search drop down

Offer, Void or Property reference

Update keyboard Reference in text box and hit return on

Select Actions drop down	Offer Details
Select	Stages Tab
	(N)
Select	Create
Select	Create Offer Stage
Select	Offer Stage Code from drop down
Update	Expected Tenancy Start Date if required
Click	SAVE
Function: Acceptance of an Offer	
Select	Allocations
Select	Offers Workspace
Select Search drop down	Offer, Void or Property reference
Update keyboard	Reference in text box and hit return on
Select Actions drop down	Accept Organisation Offer
Update	Effective Date using
Click	SAVE
You will now see that the Offer Status does not create a tenancy.	s has changed to ACCEPT. Accepting an Offer
Function: Confirming an Offer and	d creating a tenancy
To create the tenancy you need to co	nfirm acceptance of the offer.
Select	Allocations
Select	Offers
Select Search drop down	Offer, Void or Property reference

Update keyboard	Reference in text box and hit return on			
Select Actions drop down	Confirm acceptance of an offer			
Update using drop down	Terminate existing tenancy to Terminate			
Select The next page will show details of these are correct.	Next all parties to be named on tenancy. Please check			
Select	Tenancy Source from Drop down			
Select	Next			
Tick boxes				
If applicable				
Select	contact address using 💿			
Enter	Address details			
Click	Select beside relevant address			
Select	Copy to all			
Click	SAVE			
The following message will appear				
System Messages				
ż         HEM-00066         F           ż         TCY-00074         N           1 - 2         1         1	Person 11518647 is already on Tenancy 214800. New Tenancy created with Tenancy No : 241478			
Click	Close			
The following screen will appear: C	Create a Revenue Account			
This is only for CEC tenancies and not for RSL properties.				
RSL Staff Click	<u>C</u> ancel			
CEC Staff Click	Save			
System Message will appear noting new Rent Account number				
Select	Close			

# **Other Functions**

Function: Refusing an Offer

Select	Allocations
Select	Offers
Select Search drop down	Offer, Void or Property reference
Update keyboard	Reference in text box and hit return on
Select Actions Drop down	Refuse Offer
Select	Effective Date using 🗾
Select	Reasonable Refusal Ind
Select	YES/NO
Select	Next
Select	Refuse Reason
Enter	Refused Reason Comment in text boc
Click	SAVE
Function: Withdrawing an Offer	
Select	Allocations
Select	Offers
Select Search drop down	Offer, Void or Property reference
Update keyboard	Reference in text box and hit return on
Select Actions	Withdraw Offer
Select	Effective Date using 🗾
Select	List status

Select Click Reason SAVE

#### Function: Reversing Notice Received

If the tenant changes their mind, a notice received date can be removed.

Select	Estates
Select	Tenancies
Select Search Drop down or	Property reference number
Select	Advanced Search
Select	Address Details
Building Number	eg 197
Street	eg Commercial Street
Click	Search
Select Actions Drop Down	Remove Expected
Click	SAVE

## Function: Creating a Manual Offer

When you cannot make an offer straight from the shortlist, creating a Manual Offer should be used. Once you have shortlisted for a property take screen dumps of the shortlist, complete any home visits or interviews you are required to do, you can then go back and create a manual offer. You will have to keep your own record of the bypass reasons for other applicants.

Main Menu	
Select	Allocations
Select Select Search Drop down	Voids available for offer Property or void Reference
Update	Reference and hit return on keyboard
Select Actions Drop down	Create Manual Offer

Update Respond by date using 🗾

Update Application reference for applicant being offered property

Select Tenure Type using drop down (RSL Registered Social Landlord or CEC)

Select Tenancy type tenancies

Should be: SEC Edinburgh periodic

Select	Stage Code using drop down
Select	Offer reason using drop down
Select	Expected start date using 🔳
Enter details for	Interview Officer's name

Click **SAVE** This will now bring you back to the Voids Available For Offer main screen.

#### Function: Manual Offers - Block Adverts

When more than 1 property is advertised under a block advert

eg 1 advert = 5 properties

- Ask Business Improvement Team to create a dummy reference number or you can advertise against one of the void reference numbers
- Advertise the properties against the one reference number
- Run shortlist on Northgate against the advertised reference number
- Print screen shot of shortlisted applicants
- Identify the applicants
- Create an offer on Northgate against the advertised reference number then
- Create manual offers against the properties (see Manual Offers)
- Retain paper copies for audit purposes.

You should always check the APT code is correct. This is marked against each of the properties in Northgate.

## Appendix 2 – Edindex Restrictions Proforma

## **Edindex Shortlisting - Restrictions Criteria**

Void Ref: **Question Ref** Description OPR Sel Answer Notes Minimum age of applicant 5332 Maximum age of applicant 5333 Homeless Group 5279 Health Group 5283 Overcrowd/Underoccupy 5287 Group Overcrowding restriction 5343 Underoccupation Restriction 5344 Harassment Group 5290 BTS Group 5292 5295 Support Group General Group 5296 5273 Max Points 5274 Min Points Age of youngest child 5189 Number of applicants 5194 5195 Number of others Total beds required 5226



# Appendix 3 - Shortlist/Pre-Allocation Letter

Date

«title1» «forename1» «surname1» «address1» «address2» «address3» «address4» «address5» «postcode»

Dear «title1» «surname1»

#### Application for Housing – Ref: «refno»

I write to advise you that we are currently considering your application along with others for a X bedroom flat at XXXXXXXXX, the details of which are shown below.

Address	
Size	
Floor level	
Monthly Rent & Service Charges	
Available for occupancy	
Please note the information above is	s for information only and is not a formal offer

I plan to visit you at the address provided on your application form on XXXXXXX to carry out a pre allocation visit.

If you are interested in being considered for this property, please contact me by telephoning \*\* and confirm you are able to attend the visit proposed above. It would be appreciated if you could have two forms of identification available to show me when I visit, e.g. a birth certificate/council tax bill/benefits letter/utility bill AND a form of photographic ID such as a passport or drivers license. If you are applying as joint applicants I will need this for both applicants.

Should the above not be suitable alternative arrangements can be made.

If we do not hear from you by XXXXXXXXXX we will assume that you are not interested in being considered for this property.

Yours sincerely,

## Appendix 3A – Homeless household notification

From:	Angela Bilsland
To:	Asa Brooks; Evelyn Hay; Nina bastow
Date:	31-05-2006 15:39
Subject:	Fwd: Letters for Applicants in Temporary Accommodation

CC: John Stevenson

For info

>>> "Eilidh Slimon" <<u>eilidh.slimon@edinburgh.gov.uk</u>> 31/05/2006 15:37 >>>

Hello,

I have been asked by the Council's Temporary Accommodation team to remind everyone that there is an email address available for sending offer/interview letters to applicants. Letters sent to <u>temporary.accommodation@edinburgh.gov.uk</u> from Monday-Thursday will be delivered to the applicant the next day; those emailed on Friday will be delivered the following Monday. Letters can also be faxed to 0131 529 7502.

I know some of you were concerned about the time it was taking for applicants to receive letters, so I hope these quicker methods prove helpful. If this could be passed on to any staff who may not have received this email it would be much appreciated.

Kind Regards

Eilidh Slimon EdIndex Systems Liaison Officer

Tel: 0131 529 5083 Email: <u>eilidh.slimon@edinburgh.gov.uk</u>

EdIndex - Working Together to House People Find more information about EdIndex at: <u>www.edinburgh.gov.uk/housingoptions</u>

#### 

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# Appendix 4 - Pre-Allocation Home Visit Form

## PRE-ALLOCATION ASSESSMENT FORM

# Applicant Details

	Applicant	Joint Applicant
Name		
Address		
DoB		
NI No		
Contact tel.no		
Tenure details		
Landlord details		
Lease details		
ID provided: e.g. Birth certificate/ Passport/Photographic ID /Benefits letter		

# Breach of Tenancy Action

Are there arrears on the account	YES / NO	
If yes, amount		
Is there a repayment agreement in place	YES / NO	
If yes, is this being adhered to		
Are there any issues relating to ASB		
Has an ASBO been served	YES / NO	
NoP: If yes, date served		
Reason for NoP		

#### Household Details

No of single bedrooms	
No of double bedrooms	

Name	DOB	Relationship	Living @ above	Sharing
		to applicant	address	bedrooms
			Y / N	Y / N
			Y / N	Y / N
			Y / N	Y / N
			Y / N	Y / N
			Y / N	Y / N

# **Current Housing Status**

## Current status

#### **Medical Conditions**

Current status

# Is the current property below tolerable standards?

Current status

#### Support Needs

Details why the current accommodation is unsuitable

#### Could the current accommodation be adapted to meet the applicant's needs?

### Is the applicant currently experiencing domestic abuse/serious abuse or harassment?

Is the applicant currently experiencing anti social behaviour?

Accommodation required

No of bedrooms	
Туре	
Lift needed	
Type of heating	

## Any other issues

# Declaration

I/we* declare that:		
<ul> <li>The answers and information contained in and on this form are true and complete in a these answers and information shall form Tenancy Agreement entered into between Association;</li> <li>if any of the answers and information I have untrue, this may lead to the ending of any</li> <li>I / we* will notify ARK Housing Association circumstances that might affect my/our* and the ending of ang the might affect my/our* and the ending of ang the might affect my/our* and the ending of ang the might affect my/our* and the ending of ang the might affect my/our* and the ending of ang the might affect my/our* and the ending of ang the might affect my/our* and the ending of ang the might affect my/our* and the ending of ang the might affect my/our* and the ending of ang the might affect my/our* and the might af</li></ul>	my app all respe- the basi myself ve given tenancy n of any application	lication dated cts; s of any subsequent and ARK Housing is later found to be I may have; change in my on for housing.
Applicant:	Date	
Jt Applicant:	Date	
		<b>.</b>
Visit carried out by:		Date
Points total:		
Points updated:		Date:

## Appendix 5 – Landlord Reference Request

Our Ref : Ref

Landlord's name Address Address Address Postcode

Date

Dear Sir/Madam

**Housing Application** 

ARK Housing Association has received an application from Name(s).

To help us in assessing this application, could you please complete the enclosed tenancy reference form in respect of your tenant. An early reply would be appreciated to enable us to respond to the application quickly.

Any information supplied will be treated in confidence.

If you have any enquiries regarding this matter, please do not hesitate to contact me.

Yours faithfully

HSO Name Housing Services Officer NAME: ADDRESS: DATE OF BIRTH:

A TENANCY DETAILS

A1 Is the above named the tenant(s) of the household?



**A1b** Please confirm members of the household are:

Name	Date of Birth	Relationship to Tenant	NI Number

A2 On what date did their tenancy start?

**A3** Please state the type of tenancy in place.

Scottish Secure Tenancy

Short Scottish Secure Tenancy

Other type of tenancy (please detail)

A4 Please list below the members of the tenant's household who will be getting re-housed with them:



**B PAYMENT AND ARREARS** 

B1 What is the rent charge?

What is the service charge?

What is the housing benefit entitlement?

B2 Has the Tenant any outstanding arrears of rent or service charge?



**B3** How much is outstanding?

		_

B4 Are you aware of any reason for the arrears? If so please provide details below.

B5 Has any agreement been made with the Tenant to clear these arrears?



**B6** If YES, what date was this agreement made and what is the nature of the agreement? (Please detail).



YES	QB10
NO	Please detail below

Weekly / fortnightly / monthly Weekly / fortnightly / monthly Weekly/ fortnightly / monthly **B8** Has a notice of proceedings had been issued or court action ever been taken against the tenant for rent/service charge arrears within the last two years?

YES		QB9		
NO B9 Action t	aken & outco	QB10 me (please detail).		

#### **B10** Has the tenant any outstanding Rechargeable Repairs invoices

YES		QB11	
NO		QC1	
<b>B11</b> If YES, 1	how much i	s due?	

#### B12 Please detail below the reason for the rechargeable repairs?



B13 Has any agreement been made with the Tenant to clear these invoices?

YES	QB14
NO	QC1

B14 Nature of agreement (please detail).

B15 Has the agreement been in place for 3 consecutive months or more and being adhered to?

YES	QC1
NO	Please provide details below

#### C TENANCY AGREEMENT

**C1** Has the tenant or any members of their household or anyone visiting acted in anti-social manner or pursued a course of conduct amounting to harassment?



C2 Please detail:

Nature of Problem:
Action taken (including verbal warnings, written warnings, etc.)-
Outcome -

**C3** Has any anti-social behavior by the Tenant or the Tenant's family or visitors to the house ever resulted in police involvement?



**C4** Please detail the nature of the action and the outcome.

C5 Has an Anti-Social Behavior Contract been entered into?

YES	QC6
NO	] QC7

C6 Please detail the date this was entered into and the nature of the contract.

C7 Has an Anti-Social Behavior Order been granted against the tenant?



**C8** Please detail the date this was entered into and the nature of the order.

C9 Has the Tenant ever been served with an abandonment notice?



**C10** Please state the date(s) served and the outcome

Name of person completing reference:

Signature of person completing reference:

Contact Tel No in case of queries:

Date of completion: \_\_\_\_\_

Your assistance in completing this reference form is greatly appreciated.

\_\_\_\_\_

# Appendix 6 - Tenancy Recommendation Form

Tenancy recommendation form							
Property Address							
	Type of Allocation						
Ark Waiting List							
Edindex Waiting List							
Section 5 referral							
Other							
APPLICANT INFORMATION							
Applicant name		POINTS CATEGOR	RIES	FINAL POINTS	REFUSAL/BYPASS REASON		
TENANCY RECOMMENDATION							
Proposed Tenant Name:							
Application Referen	ce:						
Reference Attached		YES / NO					
If not able to provide reference please detail reasons why							
Details of Care Package and Care Provider:							
Number or hours/transition details/contact details							
Welfare Financial Guardian Details:							
If the tenant does not have capacity please provide details of legal guardian who will need to sign the							

tenancy agreement. Please note we will require a copy of guardian order	
How will Rent be paid:	
If an application for Housing Benefit is	
required please provide information on	
tenants income and any capital	
Furniture Requirements:	
e.g. TOUGH furniture/vinyl flooring	
Other Specific Requirements:	
e.g. adaptations required	
About the Tenant:	
Please provide details of any illness, disability mental health conditions. In addition we would require knowing if there is any history of antisocial behaviour, problems with conditions of previous tenancies or they are subject to MAPPA conditions.	
Proposed tenancy type	
Proposed start date	
Proposed Rent	
Proposed Service charges	
AUTHORISATION DETAILS	
HSO Signature:	Date:
SHSO Signature:	Date:
Any Comments:	

# Appendix 7 - Offer letter

Date

«title1»«forename1»«surname1» «address1» «address2» «address3» «address4» «address5» «postcode»

Dear «title1» «surname1»

Provisional Offer of Tenancy –Tenancy Address

I am pleased to inform you that you are being considered for the following property:

ADDRESS: SIZE of PROPERTY: START DATE:

The charges relating to this property are:

RENT SERVICES

**TOTAL CHARGE: per month** 

Charges are to be paid on or before the 1<sup>st</sup> of the month.

I wish to confirm a viewing for the above property on \*\* at \*\*.

Please find enclosed an acceptance form if you could please complete and return prior to or at the viewing. This is a provisional offer; a final contractual offer will be made when the tenancy agreement is issued to you.

If you have any queries regarding the above, please do not hesitate to contact me.

Yours sincerely

**Housing Services Officer** 

# Appendix 8 - Acceptance/Refusal Form

Offer of Tenancy: XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX						
I accept/do not accept the offer of the above tenancy.						
Tenant Signature	Date					
If tenancy not accepted, please give the reason for refusal.						
The tenancy will start on: TBC						
Appointment to sign tenancy agreement						
DateTime						
Questions about tenancy						

Housing Services Officer Signature \_\_\_\_\_ Date \_\_\_\_\_