Allocations in Edinburgh Procedure

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Owner:	Fiona Ross	Job Title:	Head of Housing Services
To be issued to:		ARK Management All Housing Services Staff 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

Contents

1.0 Introduction

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

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, www.keytochoice.co.uk 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.

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 number e.g. 906261354

Select Actions drop down menu	Assign Expected End Date
Select	Notice Received
Select	Expected End
Select	Termination Reason
Select	Next

Select Magnifying Glass

Contact Address [   ] 🔍 Copy To All

Type in a forwarding address

Select	Search
Click	Select for relevant property
Select	Copy to All
Click	**SAVE**

The following pop up will appear

System Messages		
⚠	TCY-00202	A void instance exists for property 906261354 which needs to be confirmed
1 - 1		

Click   Close

Function: Confirming the Void

Select   Voids

Select search drop down   Property reference

Type   Property reference into text box

Search on	Property Ref ▾	906261354

Press   Return on keyboard

or

Select   Advanced Search

Select   Address Details

Building Number   eg 197
Street   eg Commercial Street

Select   Search

Select   Provisional void

Select Actions drop down   Select confirm void

	Void Ref	Property Address	Status Start	Status	Grp	Class	Apt	Path	Actions
▶	170715	102 Wester Drylaw Place,Edinburgh,EH4 2TG	07-DEC-2014	PROV	RES	ROUT	PROV	-	**Please Select**
									Void Details
									Confirm Void
									Tenancies
									Properties

Select   Reason

Select Status   Change to CONF

Select   Status Start Date using 📅

Select Path   Change to Choice Void Path

Click   **SAVE**

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

- Take photo
- You will need to rename it to the address of your property e.g. Commercialstreet197.jpg
- Always name your photo the full name of the property
- No abbreviations / No spaces
- Capital letter at the beginning **only**
- .jpg

Example - Commercialstreet197.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   RSL photo sharing system link
http://rsl.edinburgh.gov.uk

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

Type in User Name   Margaretblackwood1
Password   welcome123
Select   Upload files
Select   Browse
Highlight photo to be uploaded   Open
Select   Upload

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 reference

Type   Property or void reference into text box

Search on	Property Ref ▼	906261354

Search on	Void Ref ▼	175177

Press   Return on keyboard

Select Actions drop down   Void Details

Select   Other Fields tab

Free Text *(Compulsory)*

↓ Void Events (Y)	↓ Other Fields (N)	↓ Interested Party Usages (N)

Select   **Free text** Actions drop down

Select   Update Voids Other Fields Value

Free text for Choice Advert	N	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   In the Value Box type in rent charge e.g.
200
(no need for £ sign)

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   **(RSL Staff Only)**
(Compulsory)

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 now create this under **Estates/Voids/Void Details/Other Fields***

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

Select	Other fields

⇩ Interested Party Usages (N) ⇩ Other Fields (N)   ⇩ Child Properties (N)

Reference for Photo for Choice Advert

Select Actions drop down   Update Properties Other Fields
Value

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 / Properties**

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

Create Elements

*Element
[   ] 🔳

| **Attribute** | **Attribute Value** | **Attribute Date** |
| Please Select ▼ | [   ] | [   ] 🔳 |

| **Further Attribute** | ***Start Date** | **Account Charge Start Date** |
| Please Select ▼ | 14-JAN-2015 🔳 | 14-JAN-2015 |

| ***Location** | **Repair Condition** | **Repair Status** |
| PRO - Property ▼ | Please Select ▼ | Please Select ▼ |

| **Quantity** | **End Date** | |
| [   ] | [   ] 🔳 | |

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
🔳

Select   **Age Band**

Select   Attribute, select relevant

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   Attribute Energy Efficiency
  Rating

- **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   Select Element using pop up

Select   **CBL Bath**

Select   Attribute, select relevant

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

Select   **CBL Stairs**

Select	Attribute, select **INTSTAIRS**

Select Apply (or save if not putting in all elements at 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 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 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 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	Type in Void Ref

or search on address using then click select beside correct property

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

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				Search	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 🔳	☐
5439	Can app easily manage stairs?	= ▾	YES ▾	☐
			1 - 10	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.

Select   Applicant

Select Actions drop down   Create bypass reason

Select specific reason drop down   By Pass Reason

Update   Insert further details in text box

Specify Bypass Reason

*Bypass Reason	Comments
ARREARS - Arrears - OTH ▾	No repayment plan in place

Click	**SAVE**

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 date must always be a SUNDAY. Consequently the tenancy start date 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 displayed

System Messages		
⚠	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 Pre-allocation 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

Stages (Y)　　　　　　Refusals (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 has changed to ACCEPT. Accepting an Offer does not create a tenancy.

Function: Confirming an Offer and creating a tenancy

To create the tenancy you need to confirm acceptance of the offer.

Select	Allocations
Select	Offers
Select Search drop down	Offer, Void or Property reference

Update	Reference in text box and hit return on keyboard
Select Actions drop down	Confirm acceptance of an offer
Update	Terminate existing tenancy to Terminate using drop down
Select	Next

The next page will show details of all parties to be named on tenancy. Please check these are correct.

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		
ℹ	HEM-00066	Person 11518647 is already on Tenancy 214800.
ℹ	TCY-00074	New Tenancy created with Tenancy No : 241478
1 - 2		

Click	Close

The following screen will appear: *Create a Revenue Account*

This is only for CEC tenancies and not for RSL properties.

RSL Staff Click	C̲ancel
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 | Reason |
| Click | **SAVE** |

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 End Date
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	Voids available for offer
Select Search Drop down	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   Should be: SEC Edinburgh periodic
tenancies

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

5275	System defined mixed sharing	_	_	_
5128	Move for mobility reasons	_	_	_
5063	Floor level with lift	_	_	_
5064	Floor level without lift	_	_	_
5133	Wheelchair used	_	_	_
5032	Current landlord	_	_	_
5324	Want housed by Ark	_	_	_
5047	Statutory Notice	_	_	_

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 XXXXXXXXXX, the details of which are shown below.

Address	
Size	
Floor level	
Monthly Rent & Service Charges	
Available for occupancy	
Please note the information above is 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 XXXXXXXXXXXX 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" <eilidh.slimon@edinburgh.gov.uk> 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 temporary.accommodation@edinburgh.gov.uk 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: eilidh.slimon@edinburgh.gov.uk

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

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 to applicant	Living @ above address	Sharing 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	
Type	
Lift needed	
Type of heating	

Any other issues

Declaration

I/we* declare that:

❖ **The answers and information contained in my application dated …………
and on this form are true and complete in all respects;**

❖ **these answers and information shall form the basis of any subsequent
Tenancy Agreement entered into between myself and ARK Housing
Association;**

❖ **if any of the answers and information I have given is later found to be
untrue, this may lead to the ending of any tenancy I may have;**

❖ **I / we* will notify ARK Housing Association of any change in my
circumstances that might affect my/our* application for housing.**

Applicant: _____ Date _____

Jt Applicant: _____ Date _____

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?   [   ]   Weekly / fortnightly / monthly

What is the service charge?   [   ]   Weekly / fortnightly / monthly

What is the housing benefit entitlement?   [   ]   Weekly/ fortnightly / monthly

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

YES   [   ]   If yes go to QB2

NO   [   ]   If no go to QB8

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?

YES   [   ]   If yes go to QB6

NO   [   ]   If no go to QB8

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

[   ]

B7 If applicable, has payments been adhered to for at least 3 months and still ongoing?

YES   [   ]   QB10

NO   [   ]   Please detail below

[   ]

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 ☐ QB10

B9 Action taken & outcome (please detail).

```



```

B10 Has the tenant any outstanding Rechargeable Repairs invoices

YES ☐ QB11

NO ☐ QC1

B11 If YES, how much is 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?

YES ☐ QC
NO ☐ QC

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?

YES ☐ QC
NO ☐ QC

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?

YES ☐ QC8

NO QC9

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?

YES ☐ QC10

NO ☐ END

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

<table>
<tr><td colspan="4" align="center">Tenancy recommendation form</td></tr>
<tr><td>Property Address</td><td colspan="3"></td></tr>
<tr><td colspan="4" align="center">Type of Allocation</td></tr>
<tr><td colspan="2">Ark Waiting List</td><td colspan="2"></td></tr>
<tr><td colspan="2">Edindex Waiting List</td><td colspan="2"></td></tr>
<tr><td colspan="2">Section 5 referral</td><td colspan="2"></td></tr>
<tr><td colspan="2">Other</td><td colspan="2"></td></tr>
<tr><td colspan="4" align="center">APPLICANT INFORMATION</td></tr>
<tr><td align="center">Applicant name</td><td align="center">POINTS CATEGORIES</td><td align="center">FINAL POINTS</td><td align="center">REFUSAL/BYPASS REASON</td></tr>
<tr><td></td><td></td><td></td><td></td></tr>
<tr><td></td><td></td><td></td><td></td></tr>
<tr><td></td><td></td><td></td><td></td></tr>
<tr><td></td><td></td><td></td><td></td></tr>
<tr><td colspan="4" align="center">TENANCY RECOMMENDATION</td></tr>
<tr><td colspan="4">Proposed Tenant Name:

Application Reference:</td></tr>
<tr><td colspan="2">Reference Attached

If not able to provide reference please detail reasons why</td><td colspan="2" align="center">YES / NO</td></tr>
<tr><td colspan="2">Details of Care Package and Care Provider:

Number or hours/transition details/contact details</td><td colspan="2"></td></tr>
<tr><td colspan="2">Welfare Financial Guardian Details:

If the tenant does not have capacity please provide details of legal guardian who will need to sign the</td><td colspan="2"></td></tr>
</table>

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 1st 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: xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

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

Date _____Time _____

Questions about tenancy

| |
| |
| |
| |
| |
| |
| |
| |
| |
| |

Housing Services Officer Signature _____ Date _____