

Allocations in Edinburgh Procedure

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		All Care & Support Managers		
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			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, 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.

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 eg 197

Street 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

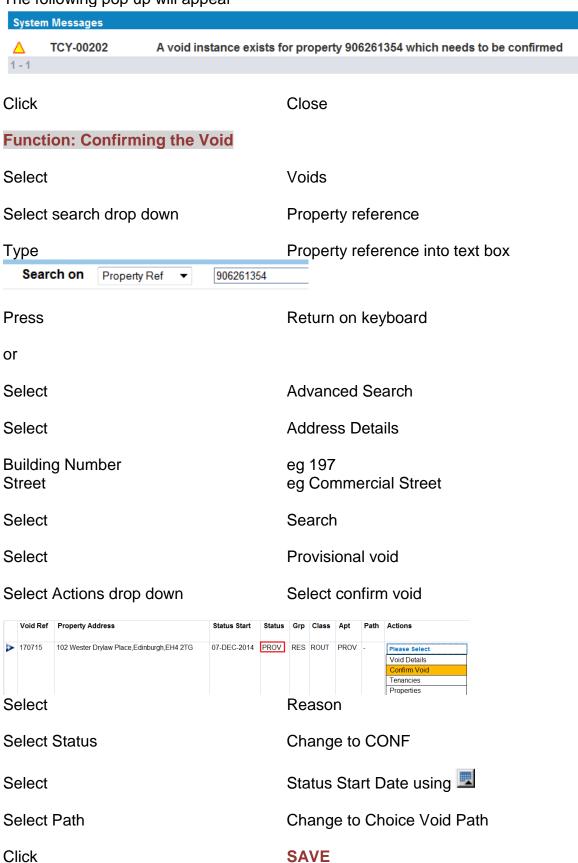
Select Search

Click Select for relevant property

Select Copy to All

Click

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

- 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.

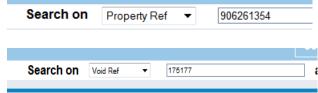
Function: Creating an advert on Northgate

You must be in Estates

Select Voids

Select search drop down Property or void reference

Type Property or void reference into text box



Press Return on keyboard

Select Actions drop down Void Details

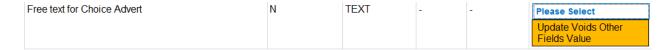
Select Other Fields tab

Free Text (Compulsory)



Select Free text Actions drop down

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

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

Service Charge (if applicable) (RSL Staff Only)

Select Service Charge Actions drop down

Select Update Voids Other Fields Value

Update In the Value Box type in service charge

e.g.200

(no need for £ sign)

Click

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

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)



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

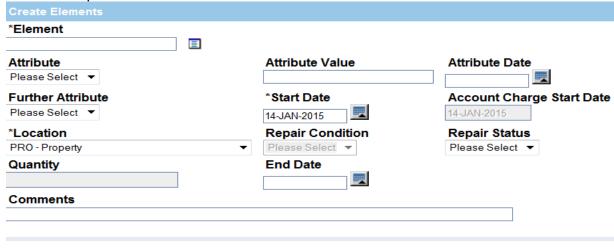
Elements

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

Select		Elements Tab
	↓ Elements (Y)	
Select		Create

Select Assign Element to Property

A box will open below the list of current elements



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 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

Select Element using pop up

 \blacksquare

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

 \blacksquare

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 Attribute, select

WHEELCHAIR

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 P then click select beside correct property

Click

Function: Shortlisting Applicants

Select Allocations

Select Voids available for offer

Select Search Drop Down Void ref

Update Type in void reference in text

box

Select Perform Search or hit return on keyboard

Select Actions Drop down Select Suitable Applicants

Select Short List

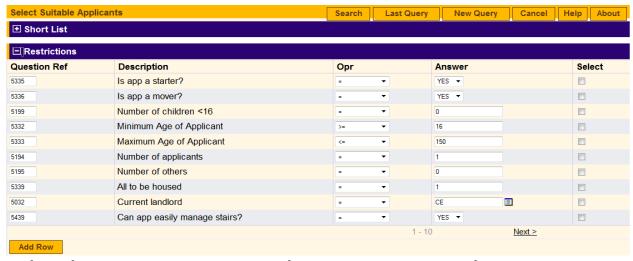
Select Choice shortlist from drop

down



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.



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

- J	
Specify Bypass Reason	
*Bypass Reason	Comments
ARREARS - Arrears - OTH	▼ No repayment plan in place

Click

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 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 Offer / Interview Officer's

name

Click

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 <a>



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

contact address using 2 Select

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 Preallocation Offer to formal Offer.

Select Allocations

Select Offers

Select Search drop down Offer, Void or Property reference

Reference in text box and hit return on Update

keyboard

Select Actions drop down

Offer Details

Select

Stages Tab

Select Create

Select Create Offer Stage

Select Offer Stage Code from drop down

Update Expected Tenancy Start Date if required

Click

Function: Acceptance of an Offer

Select Allocations

Select Offers Workspace

Select Search drop down Offer, Void or Property reference

Update Reference in text box and hit return on

keyboard

Select Actions drop down Accept Organisation Offer

Update Effective Date using

Click

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 2

Enter Address details

Click Select beside relevant address

Select Copy to all

Click

The following message will appear

Syste	m Messages	
ż	HEM-00066	Person 11518647 is already on Tenancy 214800.
ż	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 <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 Reference in text box and hit return on

keyboard

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 Reference in text box and hit return on

keyboard

Select Actions Withdraw Offer

Select Effective Date using

Select List status

Select Reason Click 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 Property reference number

or

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

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

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

eq 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	<u>Description</u>	<u>OPR</u>	<u>Answer</u>	<u>Sel</u>	<u>Notes</u>
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	Ī			
5226	Total beds required	[<u>-</u>

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 XXXXXXXXXXX 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 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

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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		

				
No of single bedrooms				
No of double bedrooms				
Name	DOB	Relationship to applicant	Living @ above address	Sharing bedrooms
			Y/N	Y / N
		<u> </u>	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 be	elow toler	able standards?	?	
		_	_	
Current status				

Support Needs
Details why the current accommodation is unsuitable
Details why the current accommodation is unsuitable
Could the current accommodation be adapted to meet the applicant's needs?
could the current accommodation be adapted to meet the applicant 5 needs.
Is the applicant currently experiencing domestic abuse/serious abuse or harassment?
is the applicant carrently experiencing demestic abase, serious abase or hardsometre.
Is the applicant currently experiencing anti social behaviour?
is the applicant currently experiencing and social behaviour.

Accommodation required

No of bedrooms	
Туре	
Lift needed	
Type of heating	
Any other issues	
Declaration	
I/we* declare that:	
 The answers and information conta and on this form are true and comp these answers and information sha Tenancy Agreement entered into b Association; 	lete in all respects; Ill form the basis of any subsequent
 if any of the answers and informati untrue, this may lead to the ending I / we* will notify ARK Housing Assocircumstances that might affect my 	of any tenancy I may have; ociation of any change in my
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 te	nant(s) of the ho	usehold?	
A1b Please confirm mer	whore of the h	ousehold are:	
Name	Date of Birth	Relationship to Tenant	NI Number
A2 On what date did the	ir tenancy star	t?	
A3 Please state the type of ter	nancy in place.		
Scottish Secure Tenancy			
Short Scottish Secure Tenancy	,		_
Other type of tenancy (please	detail)		
A4 Please list below the mem	bers of the tenan	t's household who will be gettir	ng 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 c	harge?
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 pr	rovide details below.
B5 Has any agreement been made with the Tenant to clear the	ese 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 (Please detail).	nature of the agreement?
B7 If applicable, has payments been adhered to for at least 3 n	nonths and still ongoing?
YES QB10	
NO Please detail below	
riease 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

Nature of F	
Action take	en (including verbal warnings, written warnings, etc.)-
Outcome -	
	nti-social behavior by the Tenant or the Tenant's family or visitors to the hou in police involvement?
ever resulted	
ever resulted	in police involvement?
ever resulted C4 Please det	in police involvement?

C1 Has the tenant or any members of their household or anyone visiting acted in anti-social

C7 Has a	n Anti-Social Behavior Order been granted against the tenant?
YES	QC8
NO	QC9
C8 Please	e detail the date this was entered into and the nature of the order.
C9 Has th	he Tenant ever been served with an abandonment notice?
YES	QC10
NO	END
C10 Plea	se state the date(s) served and the outcome
Name of	person completing reference:
Signatur	e of person completing reference:
Contact ⁻	Tel No in case of queries:
Date of c	completion:

Your assistance in completing this reference form is greatly appreciated.

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Appendix 6 - Tenancy Recommendation Form

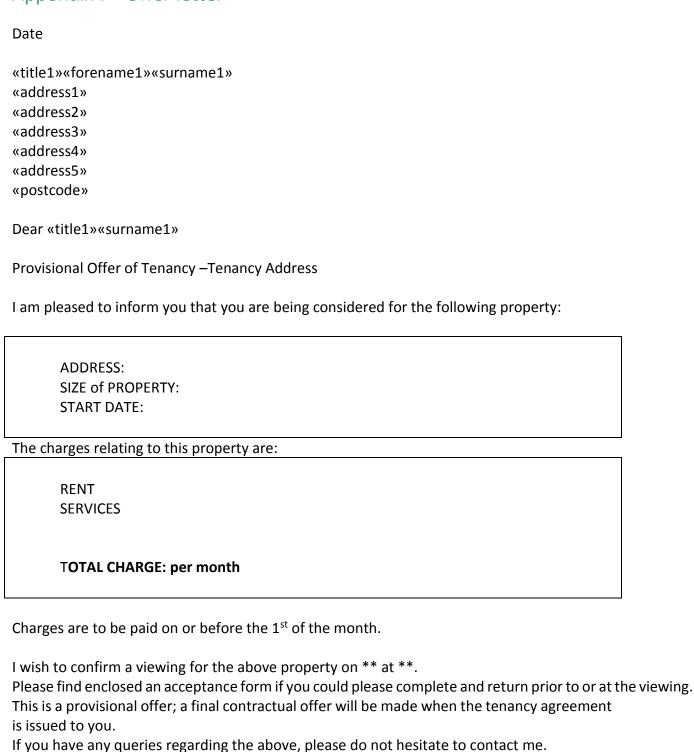
Tenancy recommendation form					
Property Address					
Type of Allocation					
Ark Waiting List					
Edindex Waiting List					
Section 5 referral					
Other					
APPLICANT INFORMATION					
Applicant name		POINTS CATEGORIES		FINAL POINTS	REFUSAL/BYPASS REASON
		TENANCY RE	COMMEND	ATION	
Proposed Tenant Na	me:				
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 G	uardian	Details:			
If the tenant does not ha details of legal guardian					

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:	
a a TOUGH furniture/vinyl flooring	
e.g. TOUGH furniture/vinyl flooring	
Other Specific Requirements:	
e.g. adaptations required	
About the Tenant:	
About the renant.	
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.	
are subject to while the conditions.	
Proposed tenancy type	
Proposed start date	
Proposed Rent	
Proposed Service charges	
AUTHORISATION DETAILS	
ACTIONISATION DETAILS	
HSO Signature:	Date:
<u> </u>	
SHSO Signature:	Date:
Any Comments:	

Appendix 7 - Offer letter

Yours sincerely

Housing Services Officer



Appendix 8 - Acceptance/Refusal Form

Offer of Tenancy:	(XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	(XXXXXXXXXXXXX	
I accept/do not accep	t the offer of the abo	ve tenancy.	
Tenant Signature			_ Date
If tenancy not accepte	ed, please give the rea	ason for refusal.	
The tenancy will start Appointment to sign			
Date		Time	
Questions about tena	ncy		
Housing Services Offi	cer Signature	Da	te