



Allocations Policy	
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OSPREY HOUSING ALLOCATIONS POLICY STATEMENT

Osprey Housing believe that effective and efficient allocations and management of their stock is vital to the success of sustainable communities, maintaining good quality services for all our tenants and provide value for money.

We embrace the effective and efficient allocation of our properties and this is encompassed in our CoreValues;

✓ AMBITION and ACHIEVEMENT

We are a high performing organisation delivering through innovation and challenge.

✓ EQUALITY and RESPECT

We recognise and celebrate the unique value in everyone.

✓ QUALITY and PROFESSIONALISM

We strive to deliver high standards.

✓ AGILE and RESPONSIVE

We are flexible and quick to deal with change without diminishing our delivery.

1. Introduction

Our Allocations policy aims to provide sustainable housing within stable communities. We will do this by making best use of our homes, balancing the need for housing with the needs of the local community.

The key outcomes of this policy are to facilitate the open, fair and transparent letting of our homes. Osprey Housing work closely with the Local Authorities in the communities we serve to prevent and tackle homelessness.

We are committed to fulfilling our legal obligations under the Housing (Scotland) Act 1987 (as amended) to give reasonable preference when selecting tenants from certain groups, including people who:

- Occupy overcrowded houses
- Occupy houses which do not meet the tolerable standard
- Have large families
- Live in unsatisfactory housing conditions, or,
- Are homeless or threatened with homeless

The Housing (Scotland) Act 1987 also states that when allocating housing we will not take any account of the following factors:

- Length of time lived in local area;
- Length of time on the housing register;
- Income of household;
- Arrears of rent amounting to less than one month of the annual rent due;
- Arrears of rent amounting to more than one month of the annual rent due to which an agreed arrangement has been made and is being regularly maintained.

The Scottish Housing Regulator (SHR) will use the outcomes and standards in the Scottish Social Housing Charter (SHC) to assess the performance of social landlords. The outcomes and standards that have been considered in the development of this policy are outlined below:

- **Outcome 7:** People looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them
- **Outcome 8:** Tenants and people on housing lists can review their housing options
- **Outcome 9:** People at risk of losing their homes get advice on preventing homelessness
- **Outcome 10:** People looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and their prospects of being housed.

2. Policy Aims

The aims of the policy are to achieve the following:

- **Legal and good practice.** We meet legal and good practice standards in our allocation approach and processes that address housing need through a fair and effective system.
- **Advice and information.** We provide customers with quality advice and information about their housing options including advice on how to prevent homelessness.
- **Promote equal opportunities.** We provide services that are fair and transparent and accessible to the needs of individual customers.
- **Maximising income.** We will let houses quickly to maximise our rental income.
- **Use of housing.** We make best use of our housing stock to address housing need.
- **Partnerships.** We work in partnership with a range of organisations to promote the objectives of this policy, for example, we work with the Local Authorities in the communities we serve to promote sustainable tenancies.
- **Performance management.** We monitor the effectiveness of this policy through our performance management system. This covers both qualitative and quantitative indicators.

3. Policy Principles

3.1 Allocations Sources

Housing Need and Demand. Osprey Housing have a nominations agreement with each Local Authority that covers our geographic area. The aim of these agreements are to support the local housing sector, delivering a bespoke approach to allocations within each Local Authority area.

Housing Need Quotas - Osprey Housing have an agreement with each Local Authority to allocate a minimum of 50% of homes to meet the quotas of the Local Authority demand on social housing, to meet local need. Of this 50%, a minimum of 25% of available properties per annum will be let to statutorily homeless applicants.

Osprey Housing consider four key classifications groups when allocating their properties (with the exception of supported accommodation units):

- General Needs applicants – are accessed via nomination from the Local Authority. These are applicants that are either new applicants or existing tenants, Local Authority or Social housing providers that are held on the Local Authority Waiting list. Individuals who are nominated by a local authority will not have their housing need reassessed by Osprey, as the Local Authority has already prioritised their need for housing.
- Internal transfer applicants – Will be targeted by identifying specific properties to prioritise for internal applicants. This may be when we are aware of a specific need

within our own customer base or in an area that requires a sensitive let. A sensitive let is made when there have been issues of anti-social behaviour at a particular address. Osprey will seek to prevent future problems by allocating the unit to an applicant who has not had any history of anti-social behaviour within the last three years.

- Homeless applicants – Applicants assessed by the Local Authority as statutorily homeless will be accepted as homeless applicants. When requesting a homeless applicant, only one nomination will be requested per property. Homeless applicants are also able to apply for housing through “These Homes”.
- Choice Based Letting (CBL) applicants. Osprey Housing will advertise vacancies through “These Homes” in addition to the nomination process.

3.2 Letting of New Build Developments

Osprey Housing will liaise and negotiate with the relevant local authority that the new build properties are being developed to reach appropriate lettings plans for each individual community.

Local Letting Initiatives will be agreed between parties to meet the housing demand in the area and enable sustainable communities.

Internal transfer applicants will also be considered in the letting of new build developments to maximise use of existing stock whilst meeting current housing need of existing tenants. This will be to a maximum of 50% of each new development and will be achieved by targeting specific properties for internal applicants through “These Homes”.

3.3 Eligibility for Housing

We will accept nominations and applications from applicants over the age of 16 years regardless of race, colour, ethnic or national origin, gender, sexual orientation, marital status, religion, physical or learning disability, financial circumstances or any local connections.

We will allocate housing to any nominee or internal transfer applicant according to our policy and procedure to match the suitability of available housing with the person in greatest housing need.

At all stages in the allocation process we will ensure that we comply with our Equality & Diversity Policy, which meets all current statutory requirements. All applications and allocations will be monitored to ensure compliance with equal opportunities.

Current or former employees of Osprey Housing, Board Members and their close family may, if nominated or applying, be accepted for housing. Any resulting allocations will be made solely on the basis of housing need. All such allocations will require to be approved by the Chair of the Housing Committee.

We will continue to review and enter into Nomination Agreements with the Local Authorities whose areas we operate within, whereby the Councils will be able to nominate

applicants from their housing lists to an agreed proportion of our vacant properties.

We will continually review procedures in association with the Local Authorities in whose areas we operate to ensure that we meet current statutory requirements for the provision of housing for homeless persons. Our housing management practices will seek to prevent homelessness wherever possible.

Ownership of property. When deciding on an applicant's priority for housing the ownership or value of property owned by the applicant can be taken into account. This applies to the applicant, anyone who normally lives with the applicant or who plans to live with them. However, property ownership cannot be taken into account if:

- The owner cannot secure entry to their property, for example it may be uninhabitable.
- Occupation of the property will lead to abuse from someone else living in that property or who previously lived with the applicant.
- Living in the property threatens the health of any occupants and the applicant has done all they could to prevent that danger.

3.4 Flexible Letting

We reserve the right to allocate out with the nomination agreement where appropriate to enable us to make the best use of stock and allocate properties in an efficient manner. Housing need will still be assessed and addressed by using any flexible letting methods and will be carried out in a transparent and fair way.

This list is an example of potential reasons for flexible lettings, but it is not exhaustive:

- Low demand area or type of property
- To develop sustainable communities
- Under recommendation or direct application from other agencies
- Lack of provision of larger size properties (4 or 5 bedroom properties)
- To release two properties back into the public sector

3.5 Property Size Assessment Criteria

Applicants will be matched to properties depending on the house size required and the household composition. We will not make tenancy offers which will result in overcrowding of the property.

In exceptional circumstances where supply outweighs demand, or based on the needs of the individual household, we may make offers of tenancies with an additional bedroom in relation to entitlement. Where demand is low and the shortlist has been exhausted of those with access rights, we will consider applicants who can evidence a need to work from home. For these offers we will ensure the household are aware of benefit entitlement and how this may affect their income due to under-occupancy charges being applied for applicants reliant on welfare benefits.

The following table will be used when assessing the size of property to be offered to

households and the age of children where relevant;

Household composition	Bedrooms	Minimum Bed spaces
Single person	1	2
Couple – no children	1	2
Two adults - not in a relationship. No children	2	2
Tenant (s) with one child	2	3
Tenant (s) with two children of opposite sex –where both children are under 8 years of age	2	4
Tenant (s) with two children of same sex - where both children are under 14 years of age	2	4
Tenant (s) with two children of opposite sex – where one child is 8 years of age or older	3	4
Tenant (s) with two children of same sex - where one child is 14 years of age or older	3	4
Tenant (s) with three children – assessment done on ages for sharing purposes	3/4	5
Tenant (s) with more than three children – assessment done on ages for sharing purposes	3+	6+

Any additional adults within the household will be assessed as requiring a separate bedroom. For example, a grandparent or any child over 13 years of age where it is their main and principal home.

In cases where applicant has joint custody or regular access and sleep over on average one night per week or more, consistently over the year, they will be entitled to one additional bedroom only. See supporting documentation section 3.6 for this entitlement.

Where medical evidence is provided, an additional bedroom may be allocated. For example, live in carers, couples requiring separate bedrooms or children with additional needs.

3.6 Supporting Documentation

Nominees/Applicants may be required to provide the relevant documents from the list below:

- In early stages of pregnancy, either a scan report or written confirmation from a GP/midwife

- Following the birth of a baby, a copy of the birth certificate (Internal Transfers only)
- In cases where applicant has newly acquired custody of children, a copy of child benefit entitlement or extract of custody order
- Medical evidence in writing to support of any medical points awarded or additional bedroom requirements
- In cases where the applicant has joint custody/regular access and sleep over on average one night per week or more, consistently over the year. An extract of the custody order, solicitor letter, a letter from another professional or a suitable form of written confirmation
- In cases under threat of eviction or a tenancy not being renewed, a copy of the Notice to Quit or a letter from the landlord confirming the date the tenancy is to end
- If a house is under repossession, written proof from the mortgage lender or solicitor
- If the house is to be sold and the applicant required to move out, a confirmation letter from solicitor, Bank or building society or other form of verification
- Osprey Housing will not seek to evidence claims of domestic abuse as this can be a deterrent to victims who may be seeking alternative accommodation but who do not wish to make a formal report to authorities, for fear of reprisals from their abuser/s

Tenancy References. We reserve the right to make enquiries in connection with all housing applications and applicants are asked to sign a declaration, allowing us to do this. We will contact previous and current landlords to obtain a tenancy report. The information contained within the tenancy report can be shared with the applicant and can be used to inform an allocations decision. The information received will not be passed on to a third party.

3.7 Exceptional Circumstances

In exceptional circumstances we reserve the right to consider urgent applications on a discretionary basis. In other cases where circumstances are not covered adequately the Director of Housing Services will award additional priority.

All cases deemed to have exceptional circumstances will be considered by the Director of Housing Services. Supporting documentation will be required in each circumstance:

- Health – Not adequately covered by our medical condition criteria.
- Social/cultural factors not adequately covered by our criteria, for example, current or ex service personnel
- Compassionate grounds
- Other urgent reasons not covered by our criteria
- To make best use of mobility adapted properties

We reserve the right in exceptional circumstances to over or under-occupy a property.

3.8 Grounds for Refusal

3.8.1 Giving False and Misleading Information

To avoid us making allocations based on false information, applicants may be asked to provide documentary support for statements made in their application form.

If an applicant is found to have deliberately falsified or omitted information in order to be offered a property, the nomination/application will be refused. If after letting a property, a tenant is found to have obtained a house on the basis of deliberately falsified information we may take legal action to repossess our property.

3.8.2 Previous/Current Debt Owed to a Landlord

We will refuse to consider an applicant if there is an outstanding debt owed to a landlord, unless there is a repayment plan in operation, which has been adhered to for at least three months prior to the nomination/application and payments are continuing.

If the applicant/nominee has been an owner occupier we may seek a reference from the mortgage lender. If there is an outstanding debt owed to the mortgage lender there must be a repayment plan in operation which is being adhered to for at least three months prior to the nomination/application being received.

For those applicants who have a substantial debt owing to a previous landlord we may require the applicant to reduce the outstanding debt to at least one twelfth or one month's rent charge and provide proof of same, prior to being housed. A repayment plan must be in operation for the remaining balance of debt owed, for a minimum of three months and payments are continuing.

In exceptional circumstances where it can be evidenced that a move to a more suitable property will alleviate an applicant's debt (ie, by downsizing) then this may be dealt with via a discretionary assessment on an individual basis, if approved by the Housing Services Director.

3.8.3 Anti-Social Behaviour

Where there is evidence of "serious" anti-social behaviour from an applicant or a member of their household, corroborated from an official source, including the Police or a previous social landlord the application may be refused.

For refusing an application based on anti-social behaviour it must have taken place in the three year period prior to application. The behaviour must have occurred on a consistent basis. We deem violence to neighbours, any incident causing distress and worry to others, convicted drug trafficking, damage to property and convicted housebreaking as serious anti-social behaviour.

Anti-social behaviour includes the following:

- **Eviction** Where applicants have been evicted from a previous tenancy due to anti-social behaviour within the previous three years.

- **Anti-social behaviour order** Where applicants or a member of their household is subject to a current ASBO or has been served with an Anti-social Behaviour Order in the previous three years.
- **NOP** Where an applicant has been served with a Notice of Proceedings due to anti-social behaviour in the previous three years.

3.9 Short Scottish Secure Tenancies and Antisocial Behaviour Powers

Osprey Housing have the right to grant a short Scottish secure tenancy (Short SST) on the following:

- to homeowners who cannot occupy their home on a short-term basis. For example, if an owner needs to move out while repairs are carried out to make the home safe. This provides a further safety net for homeowners who may be in genuine housing need.
- to new tenants in cases where there is evidence that the tenant, a member of their household or a visitor has been involved in antisocial behaviour in or near their home within the last three years.

The length of a Short SST in cases involving antisocial behaviour will be a minimum of 12 months with provision for Osprey to request a further six-month extension if antisocial behaviour issues persist. The extension of short SSTs is intended to allow more time for Osprey to work with tenants with a view to encouraging positive changes in behaviour as an alternative to eviction proceedings.

When issuing a Short SST for antisocial behaviour, Osprey will clearly state the reasons for the decision and the tenant will have the right to appeal.

3.10 Confidentiality

Once submitted, all applications will be treated as confidential, and no information will be given to third parties without the applicant's consent.

Staff respect the confidentiality of personal information at all times. Applicants may request copies of their application or other papers you have submitted. All information stored may be subject to the Data Protection Act 2018.

3.11 Appeals and Complaints

Appeals - If an applicant is dissatisfied with the way in which their application has been assessed, reviewed, or any other decision taken in relation to their application, an appeal in writing can be made to the Senior Housing Assistant. The Senior Housing Assistant will respond within 7 working days. If the Senior Housing Assistant cannot satisfactorily resolve the appeal, then it will be referred to the Senior Housing Officer who will make the final decision within a 28 day period.

Complaints - Osprey Housing have a formal complaints policy and procedure and copies are available on request or accessible via our website - <https://www.ospreyhousing.org.uk/complaints-compliments>. A quarterly report on

complaints received is submitted to the Board and relevant committees.

4. Equality and Diversity

Osprey shall strive to ensure equality of opportunity, and by definition, that all individuals are treated fairly regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

We oppose, and shall adopt a zero tolerance stance towards, all forms of unlawful discrimination, harassment and victimisation. In this regard, Osprey acknowledges the protected characteristics and types of unlawful behaviour defined within the Equality Act 2010. As a minimum all practices shall aim to ensure compliance with the legislative provisions therein.

5. Monitoring and Reporting

The following areas will be subject to monitoring on a continuing basis:

- i. Risk management – Strategic risk matrix and Key Performance Indicators
- ii. Training and information for staff – to ensure all staff dealing with allocations on behalf of the Osprey Housing have suitable training
- iii. Board reporting - Director of Housing Services will present quarterly reports to the Housing Committee on:
 - The number of mutual exchanges carried out
 - the number of properties lets per month and by category of let
 - The number of tenancy offers refused

6. Review

This policy will be reviewed every 3 years unless the following criteria dictate that it would be best practise to review sooner:

- i. applicable legislation, rules, regulations and guidance, both those which affect Osprey Housing directly and those which affect the resources available to significant numbers of our customers to enable them to sustain tenancies
- ii. changes in the organisation
- iii. continued best practice

Appendix 1

Definition of Categories and Priorities

HOUSING CIRCUMSTANCES CATEGORY			
<p>Housing circumstances categories exist to recognise applicant's current housing situation and the degree to which they can be considered secure or otherwise.</p> <p>Homelessness</p> <ul style="list-style-type: none"> Statutory Homeless (including residence in Statutory Homeless Hostel) <p>Proof will be required from relevant local authority regarding homelessness status e.g. letter from local authority.</p> <p><i>People who claim to be 'roofless', 'sleeping rough' or 'no fixed abode' should be encouraged to present themselves as homeless to their local authority, as no Gold priority award will be given without relevant verification.</i></p> <p>Impending Homelessness</p> <p>Where 56 days' notice or less has been given to vacate current accommodation as defined below:</p> <ul style="list-style-type: none"> In Care Lodgings Privately rented accommodation Bed and Breakfast, Boarding House or Hotel Owner Occupation (only where sale necessary) Short stay hostel Refuge Tied Accommodation HM Forces with confirmed leaving date <p>Proof will be required of impending homelessness e.g. Notice To Quit, letter from accommodation owners, letter from solicitors, written confirmation from institution, employers etc.</p>			
Priority			Definition
Gold	6 Month Time Limit	"These Homes" area limit and feature limit	Statutorily Homeless
Silver Plus	No time limit	No area or property feature limits	Impending Homelessness

LACKING FACILITIES CATEGORY

The Housing (Scotland) Acts 1987 and 2001 define when accommodation should be considered to meet reasonable standards. This has been used in this category and states that housing is below reasonable standard if it fails to meet the following:

- Is structurally stable
- Is substantially free from rising or penetrating damp
- Has satisfactory provision for natural and artificial lighting, for ventilation or heating
- Has an adequate piped supply of wholesome water available within the house
- Has a sink provided with a satisfactory supply of both hot and cold water within the house
- Has a water closet available for the exclusive use of the occupants of the house and suitably located within the house
- Has a fixed bath or shower and a wash hand basin for the exclusive use of the occupants of the house, each provided with a satisfactory supply of both hot and cold water and suitably located within the house
- Has an effective system for the drainage and disposal of foul and surface water
- Has satisfactory facilities for the cooking of food for the exclusive use of the occupants within the house
- Has satisfactory access to all external doors and outbuildings

Priority			Definition
Silver	No time limit	No area or property feature limits	If three or more of the above definitions are not met
Bronze	No time limit	No area or property feature limits	If two of the above definitions are not met

Please note that applicants who are currently a tenant(s) of a Registered Social Landlord, including Osprey Housing, will not be awarded priority for Housing Circumstances or for Lacking Facilities as they will be deemed to have secure tenancies and properties that meet Tolerable Standards.

OVERCROWDING CATEGORY

The following each require a separate bedroom:

- A single adult
- Two adults who are partners
- Children of different sexes where the eldest has reached age 8
- A young person who has reached the age of 14 years
- Children of the same sex where there is a 10 year or more age gap
- Where there is an assessed medical reason for persons who would normally share not to
- Where an additional room is required for medical equipment

Permanent carers and foster children who are part of a household will be assessed as part of the family.

Priority			Definition
Gold	6 Month Time Limit	Applicant can area and property feature limit	3 or more bedrooms short
Silver	No Time Limit	No area or property feature limits	2 bedrooms short
Bronze	No Time Limit	No area or property feature limits	1 bedroom short

UNDER OCCUPATION CATEGORY

This category will be awarded to tenants of Registered Social Landlords only to promote effective asset management and maximise the opportunity for existing tenants to move to smaller accommodation should they wish to do so.

Priority			Definition
Silver	No time limit	No area or property feature limits	Two or more bedrooms surplus
Bronze	No time limit	No areas or property feature limits	One-bedroom surplus

MEDICAL CATEGORY			
Applicants who have a medical condition that they consider to be relevant to their application for housing will be assessed on the severity of the medical condition and the degree to which their housing circumstances affect this. A medical banding will first be awarded and then this will be translated into a CBL banding as follows:			
X-medical	Medical condition that requires immediate housing or re-housing		
Sevwho	Severe condition that is wholly affected by present circumstances		
Modwho	Moderate condition that is wholly affected by present circumstances		
Minwho	Minor condition that is wholly affected by present circumstances		
Sevmod	Severe condition that is moderately affected by present circumstances		
Modmod	Moderate condition that is moderately affected by present circumstances		
Minmod	Minor condition that is moderately affected by present circumstances		
Sevmar	Severe condition that is marginally affected by present circumstances		
Modmar	Moderate condition that is marginally affected by present circumstances		
Minmar	Minor condition that is marginally affected by present circumstances		
Assnil	No medical condition or suitably housed for medical condition		
It should be noted that where it is considered that a medical condition is only marginally affected by current housing or where there is a nil assessment then no banding will be awarded under this category.			
Priority			Definition
Gold	6 Months' Time Limit	Applicant can area limit and feature limit. ""These Homes"" can also feature limit	<ul style="list-style-type: none">• X Medical• Sevwho
Silver	No time limit	No area limits. "These Homes" can feature limit.	<ul style="list-style-type: none">• Modwho• Minwho• Sevmod• Modmod

Bronze	No time limit	No area limits. "These Homes" can feature limit.	<ul style="list-style-type: none"> • Sevmar • Modmar • Minmod
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PERSONAL CIRCUMSTANCES CATEGORY

This category recognises personal circumstances that require to be considered when assessing an application for housing:

- **Vacating Adapted Disabled:** households who are vacating an RSL tenancy that is adapted for disabled use because the adaptations are no longer required. Note: there must be significant, permanent adaptations to secure a Gold Priority.
- **Fleeing Domestic Abuse or Violence:** where the applicant advises that they are fleeing Domestic Abuse and they currently live with the abuser or the abuser has access to the property. This includes physical, sexual, emotional or financial abuse.
- **Harassment or Violence:** where an applicant or a family member is under threat of or actual violence, mental abuse or harassment.
- **Children at Risk:** where a child or children within the applicant's family is considered to be at risk.
- **Financial Hardship:** where a household's monthly rental/mortgage payments exceeds 30% of monthly income.
- **Separated Family:** where due to housing circumstances a family has no choice but to live separately.
- **General Assistance:** where an applicant requires to live in a particular area to access or to give assistance to a relative or family member. General assistance priority will only apply to areas where moving improves the applicant's ability to provide or receive assistance. General assistance is where the assistance makes a significant difference to the person's quality of life or ability to live at home. This priority is also awarded where childcare provided allows someone to work.
- **Current Neighbour Problems:** where a household is having mild or moderate difficulties with a neighbour that affects their ability to remain in their current accommodation.
- **Travel Time to Work or Education and Isolation from essential services:** where a household member/s has to travel to reach work or education or is isolated from essential services and the household wish to move to be closer to these. These are awarded regardless of whether or not the household are car owners but they must live at least 10 miles away from the facilities they are travelling to or are isolated from.
- **Relationship Breakdown;** where a relationship has broken down and the couple wish to live separately but cannot do so until alternative accommodation is secured for one of them.

Proof/verification may be required for any of the above definitions.

PERSONAL CIRCUMSTANCES CATEGORY			
Priority			Definition
Gold	No time limit	No area or property feature limits.	<ul style="list-style-type: none"> • Vacating Disabled Adapted
Silver +	No time limit	No area or property feature limits	<ul style="list-style-type: none"> • Fleeing Domestic Abuse
Silver	No time limit	"These Homes" will limit areas when general assistance is being awarded.	<ul style="list-style-type: none"> • Harassment or Violence • Children at Risk • General Assistance • Financial Hardship
Bronze	No time limit	No area or property feature limits.	<ul style="list-style-type: none"> • Separated Family • Current Neighbour Problems • Travel time to work/education • Isolation from Services • Relationship Breakdown

Appendix 2

JARVIS COURT – ALLOCATION POLICY STATEMENT AND PROCEDURE

1. INTRODUCTION AND FRAMEWORK

This Policy statement and process supplement our full allocations policy that refers particularly to the letting of very sheltered housing within Jarvis court, Fraserburgh. The full allocations policy and all contents and conditions apply to Jarvis Court allocation process unless otherwise stated in this appendix document.

2 PURPOSE

The complex has been designed for older persons who have care needs, which are assessed on an individual basis ensuring minimum eligibility criteria is met. As per Care management Social work definition, an older person is recognised as 65 years of age. An agreed flexibility of ten years can be applied to this criteria if the long term needs of an applicant are deemed appropriate by their Care Management Very Sheltered Housing Assessment (VSH Assessment).

The process listed below reflects the unique nature of the very sheltered housing complex and acknowledges the joint working and support between Aberdeenshire Council and the expert medical guidance given by Aberdeenshire Council's Care Management Team. Osprey Housing holds and maintains the waiting list for Jarvis Court.

The following process was agreed at a meeting with Social work representatives, Osprey and Jarvis Court staff team -

1. All initial enquiries will be passed to Jarvis Court Care Team for eligibility advice and screening. If deemed Jarvis Court is a suitable housing option for the applicant then an application form, a Jarvis Court leaflet and an information sheet on support charges will be issued to the prospective applicant. These are available from the Jarvis Court office.
2. If an applicant does not meet the minimum eligibility criteria, a copy of the screening form will be sent to the Osprey Housing Officer. A letter will be issued to applicant explaining that at present they do not meet the criteria for Jarvis Court however if their circumstances change to make contact for a reassessment.
3. If an applicant does meet the minimum eligibility criteria, their screening form will be passed to the Care Management Team for a full VSH Assessment to be carried out. A home visit for the care assessment shall be arranged.
4. Osprey will issue a letter of acknowledgement to all applicants on receipt of their completed form.
5. If an applicant applies without having been prior screened for eligibility by the Jarvis Court Coordinator, then the Osprey Housing Officer will make initial contact to advise

- the applicant to contact Jarvis Court and carry out an initial eligibility screening.
6. On receipt of application forms, Osprey to scan and email a copy of completed application forms to Jarvis Court Care Team.
 7. A member of the Care Management team will visit the applicant at home and carry out the VSH Assessment. The total points to be highlighted at the end of the assessment with an overview statement advising whether the applicant is a suitable candidate for housing within Jarvis Court
 8. Care Management Team to send the VSH Assessment to Osprey and the Jarvis Court Care Team.
 9. Osprey to hold the waiting list in order of points. New applicants will be added onto the list in appropriate point order. Only the Care Management Team can point applications and decide on priority based on the VSH assessments.
 10. Jarvis Court allocations meeting will be held when a vacancy arises to review the waiting list accordingly; the Jarvis Court coordinator will advise regards care capacity in order to select which applicant is most suitable to be rehoused at that time to ensure best use of the resource is utilised. The meetings will be with a Multi-agency approach, attendees including Osprey Housing Officer, Jarvis Court Coordinator, Care Management staff, Local District Nurse and Occupational Therapists.
 11. Jarvis Court staff visit the selected applicants to ensure their needs remain consistent with the VSH Assessment and their suitability for rehousing.
 12. Osprey Housing Officer and the Jarvis Court Coordinator will contact the applicant and arrange to carry out a home visit or telephone interview to discuss the details of the tenancy agreement and financial implications. Jarvis Court staff will carry out the Financial Assessment.
 13. If an applicant accepts the property, Osprey will sign them up on a Scottish Secure Tenancy Agreement and complete the SSA form. Osprey will notify Care Management Team and Jarvis Court Co-ordinator of tenancy acceptance and tenancy start date.
 14. Osprey will issue a review letter to all waiting list applicants on an annual basis. However between reviews it is the applicant's responsibility to inform us of any changes to their application.

Appendix 3

BEECHGROVE TERRACE – ALLOCATION POLICY STATEMENT AND PROCEDURE

1. INTRODUCTION AND FRAMEWORK

This Policy statement and process supplement our full allocations policy that refers particularly to the letting of the complex at Beechgrove Terrace, Aberdeen. The full allocations policy and all contents and conditions apply to this allocation process unless otherwise stated in this appendix document.

2. PURPOSE

The complex was created for and has been designed for older single female persons. The assessment of housing need will still be based on Appendix 1 and the banding levels used to prioritise applications for those meeting the initial scheme specific criteria.

As per the Care management Social work definition, an older person is recognised as 65 years of age. An agreed flexibility of ten years can be applied to this criteria if the long term needs of an applicant are deemed appropriate.

The process listed below reflects the unique nature of the housing complex and ensures the scheme specific criteria are maintained.

3. THE PROCEDURE

- 1. Any initial enquiries for Beechgrove Terrace will be given the key eligibility advice and advised that they will require to submit an application through these Homes.**
- 2. A) The Application will be assessed in line with the Osprey Housing allocations policy and relevant priority pass awarded. If the applicant meets the criteria for Beechgrove Terrace, then their application will be given the attribute of "Soroptimist" which will enable them to bid on any properties which become available and are advertised in the development. They will be advised of this in their priority pass award letter.**

B) If an applicant does not meet the minimum eligibility criteria, their application will be assessed in line with the allocations policy and given suitable priority pass only. If they have indicated they are interested in the complex, then they will be advised of their ineligibility

- 3. When a vacancy arises the Housing officer will make allocation offers based on highest need. We will liaise with Aberdeen City Council and ask for suitable nominations and instruct an advert to be released on the next following Tuesday so as to ensure the timely allocation of the property.**
- 4. When assessing an applicant under consideration for one of the properties at Beechgrove Terrace, they may be required to provide supporting evidence. In some instances where an applicant indicates that they are married, proof of a separation agreement obtained through the court will be required to ensure their eligibility for the development.**

In the event that there is no suitable nomination provided by the Local Authority, or where the property has been advertised more than 3 times with no suitable applicant identified, we reserve the right to consider other applicants for any vacancy whose needs are met by the property.

Appendix 4

Osprey Housing

Equality Impact Assessment Tool

PLEASE READ THE GUIDANCE FOR COMPLETION: [Equality Impact Assessment Guidance.doc](#)

Name of the **policy / project proposal** to be assessed

Allocations Policy HM 3.5

Is this a **new policy/proposal or a revision?**

Revision

Person(s) responsible for the assessment

DHS

3. What **outcomes** are **wanted** from this policy/proposal? (*e.g. the benefits to customers*)

This Policy aims to provide sustainable housing within stable communities. We will do this by making best use of our homes, balancing the need for housing with the needs of the local community.

4. Which **protected characteristics** could be **affected** by the proposal? (*tick all that apply*)

Age ✓ Disability ✓ Marriage & Civil Partnership ✓ Pregnancy/Maternity ✓
Race ✓ Religion or Belief ✓ Sex ✓ Gender Reassignment ✓ Sexual Orientation ✓

5. If the policy / proposal is not relevant to any of the **protected characteristics** listed in part 4, state why and end the process here.

This Policy is in place to ensure that allocation of stock is implemented in a fair and consistent way and do not impact negatively on any protected characteristic. Section 4 of the Policy sets out that in implementing this Policy, Osprey will strive to ensure that it does not discriminate against anyone on the grounds of any of the nine Protected Characteristics stated in the Equality Act 2010. These are age, disability, gender reassignment, being married or in a civil partnership, being pregnant or on maternity leave, race, religion and belief, sex, or sexual orientation.

6. Describe the likely positive or negative impact(s) the policy/proposal could have on the groups identified in part 4	Positive impact(s) Maintain a fair system of home allocation for all	Negative impact(s) Cause hardship and difficulties for vulnerable potential tenants
7. What actions are required to address the impacts arising from this assessment? <i>(This might include; collecting additional data, putting monitoring in place, specific actions to mitigate negative impacts).</i>	Impact – The whole policy sets out how our allocations process will be implemented in a fair and non-discriminatory way. By following the procedures outlined Osprey intends to ensure that no potential or existing tenant will suffer a detriment due to their protected characteristics	

Signed: _____ Clare Ruxton _____ (Job title): _____ Director of Corporate Services _____

Date the Equality Impact Assessment was completed: _____ 23 January 2025 _____