

# How to: Apply for a house



The Association welcomes applications from anyone 16 years of age or over.

## Allocating homes

Our Allocations Policy provides the basis on how we allocate our houses. It aims to be fair and does not discriminate on the grounds of sex or marital status, on racial grounds, or on grounds of disability, age, sexual orientation, language, social origin or family circumstances, or of other personal attributes, including beliefs or opinions, such as religious beliefs or political opinions.

## How to apply

Whether you are a current tenant looking to make a transfer application to one of our PROPERTIES, or a brand-new applicant, the best way to apply for a house is to call into our office where a member of staff will guide you through the process. This allows us to provide you with advice on suitable areas and the types of houses we manage. It ensures that we can discuss your circumstances with you to make sure you receive the maximum points you are entitled to. We can give advice on budgeting for a new house, welfare benefits, and any other issues you may have.

When applying for a house you require two items of I.D., one of which should be photographic, along with your national insurance number.

If you are unable to call into the office, you can get an application form to apply for a house by contacting the Customer Services Team. Our office is located at 1 Cressy Street, Glasgow, G51 4RB; Telephone 0141 445 4418; Email [enquiries@linthouseha.com](mailto:enquiries@linthouseha.com)

## How we assess applications and allocate housing

The Association operates a points system for allocating its housing. It is a fair system of assessment and does not discriminate against any applicant.

Points will be allocated to applicants according to their current circumstances and the level of housing need they are in. The Housing (Scotland) Act 2001 and 2014 requires that reasonable preference is given

### Who gets priority?

The major determining factor in assessing applications is the level of housing need an applicant has. We do this by way of a combined priority and points system. The Customer Services Team can provide you with more information on this.

to applicants who are in housing need because they are, for example, homeless, overcrowded, or have a medical priority. As well as allocating houses based on housing need, we provide applicants with choices, including floor position, flat position, street and area preference, etc.

## Appeal process

The Association is committed to getting it right every time and providing a first-class service to all of our customers.

If you are unhappy with the points you have been awarded, please contact us and we can explain how this decision was made. It may be that we require to carry out a home visit or need further evidence to reassess and support your application.

If you remain dissatisfied with the decision you can complain through our complaints handling procedure. Please see the *How to: Make a Complaint* section of our website for details on how to do this.