



# **INFORMATION SHEET FOR HOUSING APPLICANTS**

## **ABOUT THE ASSOCIATION**

Reidvale is one of the longest established housing associations in Glasgow. For over 40 years Reidvale has promoted and developed the benefits of being a small community based housing association which is controlled by local residents and is actively involved in the wider community.

## **WHERE ARE THE ASSOCIATION'S PROPERTIES LOCATED?**

All of the Association's properties are located within a readily identifiable rectangle within the South Dennistoun area of the East End of Glasgow.

Reidvale is very well located for public transport to the City Centre by bus and rail services, with the M8 Motorway link close at hand for ease of commuting.

Duke Street has a range of local shops to meet your immediate needs. The Parkhead Forge Shopping Centre and Forge Retail Park are only a short distance away and provide a wide range of retail outlets, both large and small.

## **WHAT TYPE OF HOUSES DOES THE ASSOCIATION HAVE AVAILABLE FOR RENT?**

The Association has 897 properties in its stock of which half are 2 apartment flats, over a third are 3 apartments, with the remainder split between 4 and 5 apartments. The flats are either within traditional Victorian tenements which have been refurbished by the Association to a high standard or are newly built tenement properties.

## **WHAT SERVICES ARE PROVIDED?**

The Association provides a same-day repair service which achieves extremely high satisfaction ratings from extensive surveys of our existing tenants. In addition, the Association also provides a communal close cleaning and backcourt maintenance service.

## **HOW MUCH ARE THE RENTS/COUNCIL TAX?**

Details of average monthly rents charged for our properties are listed below. The rent charged will reflect the size of the rooms and the range of amenities provided.

<b>SIZE OF FLAT</b>	<b>MONTHLY RENT</b>
2 Apartment	£263
3 Apartment	£285
4 Apartment	£323
5 Apartment	£346

As a tenant you will also be liable for council tax. At present the charges levied by the Council for our properties range from A Band of £1179 per annum to E Band of £2284 per annum.

## **HOW DO WE ALLOCATE OUR PROPERTIES?**

The Association operates an Active and Inactive housing list. Allocations are only made from the Active housing list. The Inactive list effectively acts as a 'holding' list for applicants who do not presently meet the required eligibility criteria.

The Association allocates its houses on the basis of clear criteria which has been identified as contributing to our objective of creating and maintaining a stable, balanced community. Such criteria forms the basis of three active Allocations Quota Lists (A, B & C) and it is intended that one third of available houses will be allocated from each of these lists.

The information provided by you in your application form will enable the Association to decide if you are eligible to be admitted onto the Housing List. If so, you will be placed on the A, B or C list, which ever will give you the best chance of being allocated a house. An applicants' position on the list will be determined by the length of time they have been on the list. Further information on the qualifying criteria for each list is available on request from the Association.

It should, however, be stressed that acceptance onto the waiting list does not in itself guarantee that you will be offered a house by the Association.

## **DEMAND FOR OUR STOCK**

Reidvale is a very popular area in which to live. The Association has a very high demand for its stock but has usually only very limited turnover in its stock, particularly with regard to its 4 and 5 apartments (eg. some years we have only had 45 two apartment properties or 2 four apartment properties becoming available for let).

Given the above it could be some time before the Association is able to offer you alternative housing.

## **WHEN WILL I HEAR THE OUTCOME OF MY APPLICATION FOR HOUSING?**

The Association will endeavour to advise you on the outcome of your application within 14 days. However, our ability to respond quickly will be affected by the volume of application forms received, staff resources and the need for any additional information required from you to enable us to process your form.

All applicants will be interviewed at the Association's offices in due course in order to discuss and verify the details stated in their application form. Association staff will also carry out a home visit to all applicants prior to any offer of housing being made.

## **IS THERE ANY OTHER WAY OF OBTAINING A REIDVALE HOUSING ASSOCIATION TENANCY?**

Yes. If you are presently a tenant of a public sector landlord you may be able to find someone who wants to exchange flats with you. A register of people seeking a mutual exchange is available for inspection on request at the Association's Offices.

The Association also allocates a percentage of its properties to homeless persons referred to it by Glasgow City Council. If you are presently homeless you should telephone 0141 276 6155 to arrange for a member of the Homeless Persons East Community Case Work Team to assess your circumstances.

## **WHAT DOES THE ASSOCIATION EXPECT FROM APPLICANTS?**

The Association would expect that all applicants will have a good record of rent payment and general conduct of any tenancy they might hold or have held in the past. For example, an offer of housing would not normally be made if an applicant has rent arrears of more than a month's rent unless there are extenuating circumstances (eg. delay in processing housing benefit) or a satisfactory repayment arrangement is being maintained.

Similarly, if an applicant has provided false information or withheld relevant information, the Association will suspend the application subject to the right of written representation to the Association.

## **APPEALS/COMPLAINTS**

The Association endeavours to operate its allocations system in a consistent and demonstrably fair way. However, the Association also has clear procedures for dealing with appeals arising from the allocations process and for dealing with complaints regarding the manner in which an application has been handled.

We hope that this will not be necessary but any complaints should be directed firstly to the Housing Manager. Full details of the Appeals and Complaints Procedures are available on request from the Association's office.

## **FURTHER INFORMATION**

If you require further information you can get a copy of the full Allocations Policy from the Association's offices on request, free of charge. The Allocations Policy and all related policies/information leaflets will be made available in other languages, braille and on tape upon request.

If you wish to discuss your application further you should contact the Association's offices at:

**13 Whitevale Street  
Glasgow G31 1QW  
(tel. 0141 554.2406)**

**email: [a.brown@reidvale.org.uk](mailto:a.brown@reidvale.org.uk)**

## **CRITERIA FOR ACCEPTANCE TO EACH OF THE THREE ALLOCATION QUOTA LISTS**

### **Eligibility for the 'A' List**

#### **"A" LIST**

- CATEGORY 1: HOMELESS**
- CATEGORY 2: UNSATISFACTORY HOUSING**
- CATEGORY 3: MEDICAL**
- CATEGORY 4: ASPIRATIONAL**

#### **CATEGORY 1: HOMELESS**

##### **1(a) Statutory Homeless**

Applicants who are homeless under the terms of the current Housing Act. Applicants must have a priority need and should not have made themselves "intentionally" homeless.

##### **(b) No Security of Tenure**

E.G. Lodgers, caravan dwellers or those living in tied accommodation.

##### **(c) Insecure Tenancy**

E.G. Sub-tenants, tenants of private landlords, those in temporary furnished accommodation.

#### **CATEGORY 2: UNSATISFACTORY HOUSING**

##### **(a) Condition of Property**

Where the applicants accommodation is below tolerable standard;

Or in need of repair and improvement;

Or property which requires upgrading.

##### **(b) Overcrowding**

Applicants whose present accommodation is considered to be overcrowded as set out in Section 6 of this policy.

**(c) Lacking Amenities**

ie. A fixed bath or shower; a piped supply of hot water; an inside w.c. for the exclusive use of the applicant; adequate cooking facilities; central heating; separate kitchen.

**(d) Sharing Amenities**

ie. Applicants who do not have their own home and who are sharing the following:

bath/shower, w.c., living area, kitchen area.

**(e) Social Factors**

i.e. Applicants who have a serious social problem such as racial harassment or domestic abuse which can only be resolved by moving to alternative accommodation.

**CATEGORY 3: MEDICAL**

**(a)** Where the present accommodation is causing extreme aggravation to the applicants medical condition

or

**(b)** Where the present accommodation is worsening an applicants medical condition.

**CATEGORY 4: ASPIRATIONAL**

Where applicants aspire to obtain a Reidvale Housing Association tenancy but do not qualify for access to any of the other lists. This list represents the lowest form of priority within the housing list system.

## **Eligibility for the 'B' List**

Access to this list is open to applicants who possess economic or social characteristics which are under represented within the community.

Applicants will be accepted on to this list on the basis of the eligibility criteria detailed below. An applicant's position on the list will be determined by the length of time they have been on the list.

### **(i) Employment**

Applicants must have been working for at least the previous year in part time or full time paid employment or where it can be demonstrated that moving to Reidvale would make it easier for the applicant to take up/remain in employment.

### **(ii) Socio-Economic Imbalances Within the Area**

Currently, young single people and people of pensionable age are over-represented in the community. In order to redress this current imbalance in age/household types, applications from couples where at least one partner is aged between 30 to 60 years of age will qualify for this list.

## **Eligibility for the 'C' List**

Access to this list is open to applicants who require to move to the Reidvale area to receive or provide support from a relative. Applications will also be considered from those who are making a positive contribution to the community i.e. regular/voluntary community activity or are in full /part time education.

Applicants will be accepted on to this list on the basis of eligibility criteria detailed below. An applicant's position on the list will be determined by the length of time they have been on the list.

### **(i) Applicant's Residing c/o Reidvale Resident**

Applicants who are presently residing c/o Reidvale resident, with the written consent of the Association where appropriate and are seeking their own flat. Applicants must have resided at their present address for a minimum of three years.

### **(ii) Family Support**

Where it can be demonstrated that it would be beneficial for an applicant to move to Reidvale to enable the applicant to receive support from, or provide support to, a relative in Reidvale. Access will usually be restricted to immediate family relations - parent, child and brother/sister.

It is only possible for a Reidvale resident to nominate one family member under this criteria.

In seeking to create and sustain social, community and family networks the Association will adopt a broad interpretation of social support.

It is a requirement that the Reidvale resident must have resided in the community for at least one year.

### **(iii) Applicants Involved in Local Voluntary/Community Activity**

Applicants who are involved in some form of regular voluntary/community activity for at least the previous year eg. running youth club, OAP bingo nights, etc.

Each case will be decided on its own merits.

**(iv) Further Full / Part Time Education**

Where it can be demonstrated that moving to Reidvale would make it easier for the applicant to take up/remain in a course of full or part time further education.

**(V) Relationship Breakdown**

The Association recognises that relationships breakdown can be a major cause of homelessness.

We will respond sympathetically to requests from parties who are subject to any relationship breakdown.

Applicants must have resided within the property for a minimum period of 1 year.

An applicant's position on the list will be determined by the length of time they have been on the list.

# **Reidvale Housing Association**

## **GDPR Fair Processing Notice**

### **How we use your personal information**

This notice explains what information Reidvale Housing Association collects, when we collect it and how we use this. During the course of our activities we will process personal data (which may be held on paper, electronically, or otherwise) about you and we recognise the need to treat it in an appropriate and lawful manner. The purpose of this notice is to make you aware of how we will handle your information.

#### **Who are we?**

Reidvale Housing Association, a Scottish Charity (Scottish Charity Number 044023), a registered society under the Co-operative and Community Benefit Societies Act 2014 with Registered Number SCO 044023 and a Property Factor (Property Factor Registered Number PF000099) registered under the Property Factors (Scotland) Act 2011, having their registered Office at 13 Whitevale Street, Glasgow G31 1QW (“we” or “us”) take the issue of security and data protection very seriously and strictly adhere to guidelines published in the Data Protection Act of 1998 and the General Data Protection Regulation (GDPR) (EU) 2016/679 which is applicable from the 25th May 2018, together with any domestic laws subsequently enacted.

We are notified as a Data Controller with the Office of the Information Commissioner under registration number Z5914204 and we are the data controller of any personal data that you provide to us.

Our Data Protection Officer is Jacqui Anderson. Any questions relating to this notice and our privacy practices should be sent to [a.dundas@reidvale.org.uk](mailto:a.dundas@reidvale.org.uk) or telephone 01415542406.

#### **How we collect information from you and what information we collect**

We collect information about you:

when you apply for housing with us, become a tenant, request services / repairs, enter in to a factoring agreement with ourselves howsoever arising or otherwise provide us with your personal details;

when you apply to become a member;

from your use of our online services, whether to report any tenancy / factor related issues, make a complaint or otherwise;

from your arrangements to make payment to us (such as bank details, payment card numbers, employment details, benefit entitlement and any other income and expenditure related information); and

from CCTV images captured by any cameras owned by the Association.

We collect the following information about you:

- name;
- address;
- telephone number;
- e-mail address;
- National Insurance Number;
- Date of birth;
- Financial details;
- Emergency contact details;
- Next of Kin;
- Economic status;
- Ethnic Origin;
- Disability status;
- Dependant details / household members;
- Proof of identification / proof of residency; and
- Medical information

We receive the following information from third parties:

- Benefits information, including awards of Housing Benefit / Universal Credit;
- Payments made by you to us;
- Complaints or other communications regarding behaviour or other alleged breaches of the terms of your contract with us, including information obtained from Police Scotland;
- Reports as to the conduct or condition of your tenancy, including references from previous tenancies, and complaints of anti-social behaviour; and
- Medical Information.

### **Why we need this information about you and how it will be used**

We need your information and will use your information:

to undertake and perform our obligations and duties to you in accordance with the terms of our contract with you;

to enable us to supply you with the services and information which you have requested;

to enable us to respond to your repair request, housing application and complaints made;

to analyse the information we collect so that we can administer, support and improve and develop our business and the services we offer;

to contact you in order to send you details of any changes which may affect you;

for all other purposes consistent with the proper performance of our operations and business; and

to contact you for your views on our products and services.

### **Sharing of Your Information**

The information you provide to Reidvale Housing Association will be treated as confidential and will be processed only by our employees within the UK / EEA. We may disclose your information to other third parties who act for us for the purposes set out in this notice or for purposes approved by you, including the following:

- If we enter into a joint venture with or merged with another business entity, your information may be disclosed to our new business partners or owners;
- If we instruct repair or maintenance works, your information may be disclosed to any contractor;
- If we are maintaining / updating / renewing IT systems your information may be disclosed to our IT support providers;
- If we are investigating a complaint, information may be disclosed to Police Scotland, Community Safety Glasgow, Local Authority departments, Scottish

Fire & Rescue Service and others involved in any complaint, whether investigating the complaint or otherwise;

- If we are updating tenancy details, your information may be disclosed to third parties (such as utility companies and Local Authority);
- If we are investigating payments made or otherwise, your information may be disclosed to payment processors, Local Authority and the Department of Work & Pensions;
- If we are obtaining legal advice or taking legal action;
- If we are instructing sheriff officers, debt collection or tracing agencies relating to recovery action;
- If we are processing any insurance claim;
- It is a legal requirement to carry out an audit of the business and we may be required to share your information with the auditor; and
- If we are conducting a survey of our products and / or service, your information may be disclosed to third parties assisting in the compilation and analysis of the survey results.

Unless required to do so by law, we will not otherwise share, sell or distribute any of the information you provide to us without your consent.

### **Transfers outside the UK and Europe**

Your information will only be stored within the UK and EEA.

### **Security**

When you give us information we take steps to make sure that your personal information is kept secure/safe. For full details, please see our Privacy Policy.

### **How long we will keep your information**

We review our data retention periods regularly and will only hold your personal data for as long as is necessary for the relevant activity, or as required by law (we may be legally required to hold some types of information), or as set out in any relevant contract we have with you. When the data retention period expires your information will be destroyed if it is no longer required for the reasons it was obtained. For full details, please see our Privacy Policy.

## **Your Rights**

You have the right at any time to:

ask for a copy of the information about you held by us in our records;  
require us to correct any inaccuracies in your information;  
make a request to us to delete what personal data of yours we hold; and  
object to receiving any marketing communications from us.

If you would like to exercise any of your rights above please contact [a.dundas@reidvale.org.uk](mailto:a.dundas@reidvale.org.uk) or 0141 554 2406.

You also have the right to complain to the Information Commissioner's Office in relation to our use of your information. The Information Commissioner's contact details are noted below:

The Information Commissioner's Office – Scotland  
45 Melville Street, Edinburgh, EH3 7HL  
Telephone: 0131 244 9001  
Email: [Scotland@ico.org.uk](mailto:Scotland@ico.org.uk)

The accuracy of your information is important to us - please help us keep our records updated by informing us of any changes to your email address and other contact details.