



**INFORMATION SHEET FOR
APPLICANTS
SEEKING RETIREMENT
HOUSING**

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 IS OUR RETIREMENT HOUSING LOCATED?

The Association's retirement housing complex, John Butterly House, is located within a small rectangle within the South Dennistoun area of the East End of Glasgow. All of the properties are situated within Annbank Place, Sword Street, Reidvale Street and Annbank Street, Glasgow G31.

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.

ABOUT THE ASSOCIATION'S RETIREMENT HOUSING

The Association has a total of 44 retirement housing properties, with all but two located at ground and first floor level. This total is comprised of 40 two apartment flats, 2 three apartments and 2 two apartment wheelchair accessible flats. The properties were newly built by the Association and were first allocated in November 2005.

WHAT FACILITIES AND SERVICES ARE PROVIDED?

John Butterly House has a Retirement Housing Manager and a Relief Retirement Housing Manager on duty during office hours Monday to Friday and Saturday/Sunday between 9 and 1pm. All flats are linked to an emergency careline system which enables telephone contact to be made immediately with either the Retirement Housing Manager/ Hanover Careline staff if a tenant requires assistance. The complex has an extensive range of facilities and services such as communal lounge with cooking facilities and a glass conservatory which looks onto an enclosed landscaped communal backcourt area.

There are also a range of general services provided –

- Lighting, staircleaning and window cleaning in common areas
- Laundry, kitchen and common room
- Servicing boiler
- Cleaning and upkeep of all communal areas and materials
- Telephone service – rental and calls (for use of the Retirement Housing Manager or for use by residents in an emergency)
- Landscaping
- Miscellaneous (eg. Fire extinguisher services)

The Association also provides a same day repair service which achieves extremely high satisfaction ratings from extensive surveys of our existing tenants.

DETAILS OF RENTS/SERVICE CHARGES/COUNCIL TAX

The average monthly rent for a 2apt. flat is £263 and £285 for a 3apt. flat. The Association also levies a monthly service charge of £109.44 to cover the cost of the extensive range of services provided. The complex has a communal gas heating system which provides all residents with constant hot water and central heating for a charge of £35.00 per month.

With the exception of the heating charge you will only be charged for these services if you do not qualify for any housing benefit.

As a tenant you will also be liable for council tax. At present the charges levied by the Council for our sheltered properties range from C Band of £1573 per annum to D Band of £1769 per annum.

HOW DO WE ALLOCATE OUR RETIREMENT HOUSING PROPERTIES?

The Association seeks to allocate its retirement properties on the basis of clear criteria which will assist us in our objective of creating and maintaining a stable, balanced community. When offering tenancies to prospective tenants the Association will endeavour to maintain a balance between the proportion of frailer tenants and those who are more fit and able. It should be stressed that the Retirement Housing Managers do not provide any personal support services and that their role is to simply support and encourage the independence of the tenants.

The qualifying criteria includes the following:

- should be aged 60 or over.
- should be able to benefit from retirement housing/alarm system eg. vulnerable, socially isolated.
- should be able to cope with independent living and not require extra care which would more appropriately be provided in a residential home or hospital.

The information provided by you in your application form will enable the Association to assess your suitability for our retirement housing. An applicant's 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 our list is available on request from the Association.

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

DEMAND FOR OUR RETIREMENT HOUSING

There is a serious shortage of retirement housing in Glasgow, and for the foreseeable future demand from suitable applicants will greatly exceed the supply of available sheltered houses. Reidvale is a very popular area in which to live and the Association has therefore very high demand for its retirement housing, which has only minimal turnover. Given the above it could be some time, if at all, before the Association is able to offer you suitable 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 their home address in due course in order to discuss and verify the details stated in their application form.

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 Retirement Housing 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)**

e-mail a.brown@reidvale.org.uk

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 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 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

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.