



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.

SIZE OF FLAT	MONTHLY RENT
2 Apartment	£276
3 Apartment	£299
4 Apartment	£339
5 Apartment	£366

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 £1230 per annum to E Band of £2382 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, whichever will give you the best chance of being allocated a house. 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 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
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(tel. 0141 554.2406)**

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