

Allocations Policy



Consultation Responses

We recently invited tenants and waiting list applicants to provide feedback on our Allocations Policy which was due for review by August 2025.

We would like to thank the 266 respondents who answered the survey and provided useful and constructive feedback to help shape our policy.

This exercise was not intended to introduce a large number of changes as a major review was carried out at the last anniversary date of the policy in 2022. However, we have implemented some small changes to the policy as a result of both staff input and the review responses we received to the consultation.

The main points to note from our tenant and applicant feedback are as follows:

Changes to the policy made following consultation:

- Medical evidence can be from 'support provider' as well as healthcare provider.
- The section on referrals from other agencies was more fully explained, with examples given, as priority for veterans was mentioned and this is usually facilitated through special agency referrals.
- Updated the policy to clarify that Management Committee approve lets to committee members, staff, etc.
- Updated the section on Custody, Access & Kinship Care to include specific mention to fostering and adoption.
- Added contact details for EDC Homelessness Team.
- A simplified allocations policy leaflet covering main points from policy will be drafted.
- We will ensure the policy has read aloud version on website.

We will consider the following points categories at a more in-depth review of the policy in future:

- Points for length of time on list.
- Private rented sector points.
- Should overcrowded households and under-occupied households have the same level of points?
- Should there be additional points priority for those accepted to adopt or foster (above overcrowding)?
- More points for relationship breakdown.

Points raised but not possible to adopt:

- Not issuing newbuilds to Waiting List or Homeless applicants – we have a lettings plan approved by management committee as well as an obligation to EDC and legally in relation to homelessness.
- Neighbours being told/consulted on allocations – this is a breach of data protection legislation and will not be possible.
- Taking immigration status into account – this is not permitted by law.
- Police checks before allocating – we have no basis in law for obtaining information from Police on applicants. The information collected during the application process as per this policy, tenancy reference, fraud checks and allocation visits all contribute to gathering as much information as possible regarding a tenant.
- Changes to required % to EDC – this is a historic agreement and given the level of housing emergency across Scotland, it is unlikely that this would be reduced. Landlords have a legal obligation to prioritise homelessness applicants within their allocations policies.