
Applying for Housing with Hillhead HA



Summary Guide to our Allocations Policy

This guide is designed to summarise our Allocations Policy - which is the policy that sets out how we let any properties that become available.

It explains how we match applicants to properties and how we will decide which applicants will be made an offer of housing by answering the most commonly asked questions. Our full policy can be found on our website - www.hillheadhousing.org

Who can apply?

Anyone aged 16 years or over is entitled to make a housing application and join our housing list. All applications will be registered on the housing list. However, within our policy there are a number of reasons for which an application will be suspended. See Appendix B of our full policy for suspension reasons. We will let you know in writing if your application has been suspended. Please note that joining our waiting list does not mean you are automatically eligible for an offer of housing.

How to apply

You can apply either by completing our online application found on our website - <https://hat.hillheadhousing.org/register/> - or you can complete a paper form available from our office.

If you require any additional assistance to complete a form, please call us on 0141 578 0200 or email admin@hillheadhousing.org and we will make any necessary arrangements to assist you.

What documents are needed to apply?

As well as a fully completed application form, you will need an identity document such as a passport or birth certificate and proof of address dated within six months for your application to be processed.

Depending on your circumstances, we may ask for additional documents to support your application. If you are unable to provide these documents, this will not prevent you being able to join the waiting list, but it may impact your points assessment.

What happens when an application is submitted?

If all appropriate documents are provided, your application is then assessed by a member of our Housing Services Team. The application is assessed using the pointing system found in our policy. A second member of the team double checks the first assessment and confirms the final points total. You will then receive a letter detailing how many points you have been awarded.

What will I be awarded points for?

Overleaf is a table which details all points which can be awarded to applicants. Please read our full policy for further information and detail on the points categories.

Category	Other Information		Points
Your home is too big or too small (one award only)	Overcrowding points are awarded if the home you are currently living in is not big enough for all the people living in it.	One bedroom short	40
		For every additional bedroom short	25
	You live in a social rented sector property and it is too big for all the people living in it.	One bedroom too many	40
		For every additional bedroom too many	25
Your accommodation is not secure	You have a definite date to lose your accommodation within 6 months		70
	You have been accepted as statutorily homeless		70
	You live in tied accommodation or supported accommodation and you have been told you will need to leave within the next 6 months		40
	You have no settled accommodation		40
You need to move for health or mobility reasons (one award only)	You or a member of your household is an emergency medical case and cannot leave hospital because your current property is no longer suitable and it would be dangerous to return home		200
	You or a member of your household has serious health or mobility difficulties, your current home is completely unsuitable and there is a need to be rehoused as a matter of urgency		70
	You or a member of your household have health or mobility difficulties, your current home is unsuitable and makes daily activities difficult		30
You need to move because of harassment or abuse (one award only)	You are in a life-threatening situation and need to move immediately.		200
	You have been a victim of serious harassment or violence or domestic abuse and need to move as a matter of urgency.		70
	You have been a victim of harassment of domestic abuse and need to move.		40

Relationship breakdown	You have to leave the family home due to separation from a partner	20
Your home is in poor condition or lacks facilities	No inside toilet	15
	No bathroom or no hot water supply to bathroom	15
	No kitchen or no hot water supply to kitchen	15
	Lacking central heating	15
	Kitchen is not separate to sleeping area (bedsit)	15
	Unable to use one or more rooms due to condition/repair issue	15
You are sharing facilities with another household	You are sharing facilities (kitchen, bathroom etc.) with people who are not going to be part of your household when you move	20
You want to move for social reasons	You want to move closer to someone who gives you regular support/to give support	20
	You want to move closer to where you work or are in further education or training	20
	You want to move closer to a specialist school or specialist medical facility	20
	You want to move because there has been a recent death within your home	20
Amenities for children	You live in a common entry flat on the first floor or above	5
	You do not have exclusive use of a garden area	10
Management reasons	We have an urgent need to move you, for example, because your home needs urgent repairs	250

Why are my points from Hillhead HA different to my application with East Dunbartonshire Council?

We are an entirely separate organisation from the Council and keep our own waiting list. We assess applicants against our Allocations Policy. East Dunbartonshire Council assess applicants against their own Allocations Policy. However we recommend that applicants are on both lists as we offer a proportion of our vacancies to the Council.

What size of property can I be considered for and when would I be classed as overcrowded?

When considering what size of property an applicant needs, our policy will be that:

- Couples or partners share one double bedroom.
- Heads of households and single parents have one single or double bedroom.
- Two children of the same sex under the age of 14 will share one double bedroom.
- Two children under the age of 8, regardless of their sex, will share one double bedroom.
- Children of different sexes will need a bedroom each once the eldest child reaches 8 years old, unless there is another child in the household of the same sex with whom they could share a double bedroom.
- No more than two people should share a bedroom.

The rules above will apply to children who are not biologically related.

These rules may not apply if there are certain medical or social reasons why it is impossible for household members to share a bedroom.

If any member of the applicant household is pregnant, from six months into the pregnancy we will reassess your housing need as needing an extra bedspace.

Due to the make up of our housing stock, when allocating properties that have 3 or more bedrooms, we are generally only able to offer a bedroom to a child or children for whom the property will be their principal home.

We do have some capacity to offer 2-bedroom properties to households where the access arrangements are for less time.

We will consider kinship care arrangements in the same way.

Proof of custody, access and kinship care arrangements will be required.

Points for overcrowding will not be awarded to any applicant who has moved into another household's accommodation (with no permission to reside) in the previous three years causing overcrowding. They will be eligible for sharing amenities points.

Because of the huge demand for social housing, we will only list you for the size of property that you need for permanent members of your household. We cannot list you for bedrooms to look after grandchildren or other family members. This will not apply if you provide proof of a requirement for a bedroom for a carer.

What are 'lettings groups'?

Letting groups are the different categories of applicants who we offer properties to – transfer applicants, housing list applicants and statutory homeless/nomination applicants. Each year our Management Committee decide what percentage of our empty houses will be let to each lettings group.

Applicants who make a direct application to us and who already have a tenancy with us will be classed as a transfer applicant. All other direct applicants will be classed as housing list applicants.

We will also work with East Dunbartonshire Council in meeting the needs of statutorily homeless applicants. We do not make decisions about whether a household is statutorily homeless. This is the responsibility of East Dunbartonshire Council which then refers homeless households to us to be made an offer of housing. We also accept nominations from East Dunbartonshire Council from their housing list.

Why can't you give me my position on the list or tell me when I will be made an offer?

Unfortunately, we cannot give a position or approximate wait time for a number of reasons:

Each empty property has a different waiting list due to applicants' individual preferences and the lettings group selected by the Housing Officer for that property in line with the lettings plan. For example, you could be near the top of the list for a property on one street if there are not many applicants who have selected that street but if a property came up in a more desirable street there could be many more applicants on the list with higher points.

Additionally, we have very high demand for our properties and very few becoming available – we currently have over 700 applicants on our waiting list (August 2025) and we only had 40 properties available for re-let in the year 2024-2025.

As well as this, we only get 28 days' notice of an empty property becoming available so we cannot predict long-term how many properties will become available and what size/type these properties will be.

If you have all streets and a variety of different property types selected, then this does mean you would wait less time than someone who is more restricted in their choices.

Can I register my interest for a specific property?

All applicants are welcome to let us know if they would like to be considered for a specific property and we will check their preferences to make sure they match that property. However, this does not place any priority on your application or improve your chances of being offered the property.

What happens if I receive 0 points?

If you have received confirmation that your application has been assessed and you have been awarded 0 points, this means that you have no housing need in terms of our Allocations Policy. It is extremely unlikely that you will receive an offer of accommodation from us. You should let us know if any of your circumstances change.

Why have I not been awarded medical points?

We do not always award medical points where it is the case that the applicant or household member has a medical condition.

Medical points are only awarded where the medical condition or mobility problem can be improved by alternative housing. For example, if you require a level access, ground floor property due to a medical/mobility issue, you would not be awarded any points if you already live in this property type.

What if my circumstances change?

If your circumstances change while you are on our housing list, you should contact us so that we can review your housing needs. If you move house while you are on our list, you will need to make a new application. If your housing application is continuous and your housing need remains unmet you will retain your original date of application.

If you are rehoused by us and choose to make a transfer application this will be treated as an entirely new application.

If you would rather not receive offers of housing for a period of time we can 'defer' your application. You would remain on the list, but we would not make you any offers of housing until you contact us again and tell us you are actively interested in being rehoused.

Will I receive regular updates from Hillhead HA on my application?

We will review your application once each year, or sooner if your circumstances are time sensitive (such as being served a Notice to Quit). We will send you an email or a text asking if you would like to stay on the waiting list and if your circumstances have changed. If you fail to respond to this or indicate that you no longer wish to be on the list we will cancel your application.

Other than this, there is no update we can provide on your application as you do not have a set position on the list or set waiting time to be made an offer (as above).

We will contact you by phone or by email if we require any further information from you or to make you an offer of housing, so it is important that you keep us up to date with your contact details.

Is there anything else I can do?

- Make sure that your name is on the East Dunbartonshire Council list.
- Contact EDC Homelessness Team if you are at risk of homelessness within six months.
- If you are already a tenant of a Housing Association or Council, you can also apply for a mutual exchange at [Homeswapper.co.uk](https://www.homeswapper.co.uk). If you are a Hillhead HA tenant, you will not need to pay to register.
- Keep your choices of street and property type as wide as possible.
- Keep us updated on your circumstances and reply to reviews.

Useful Information

Hillhead Housing Association 'Apply for a Home' Webpage -

<https://hillheadhousing.org/apply-for-a-home/>

EDC Common Housing Register Form -

<https://www.eastdunbarton.gov.uk/media/varnfbxh/common-housing-register-application-form.pdf>

If you are not able to print the Common Housing Register application form, one can be sent to you if you contact EDC Customer Services on 0300 123 4510 or by email customerservices@eastdunbarton.gov.uk.

EDC Homelessness Team –

Kirkintilloch Community Hub

2-4 West High Street

Kirkintilloch

G66 1AD

0300 123 4510

homelessness@eastdunbarton.gov.uk

Citizen's Advice –

Citizens Advice Bureau

11 Alexandra Street

Kirkintilloch

East Dunbartonshire

G66 1HB

0141 775 3220



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