



## General Information on Allocations

If you would like this information in another language please ask us.

如欲索取以另一語文印製或另一格式製作的資料，請與我們聯絡。

ਜੇ ਇਹ ਜਾਣਕਾਰੀ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦੀ, ਤਾਂ ਇਹ ਸਾਥੋਂ ਮੰਗ ਲਓ।

Jeżeli chcieliby Państwo uzyskać informacje w innym języku lub w innym formacie, prosimy dać nam znać.

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھئے۔

☎ 0141 812 2237 ✉ admin@bridgewaterha.org.uk

You can get more information by visiting our website at: [www.bridgewaterha.org.uk](http://www.bridgewaterha.org.uk)

**This booklet gives you information on how we let our properties and helps you fill in your housing application form.**

### About Bridgewater Housing Association

Bridgewater Housing Association owns and manages 849 properties within Erskine. We began operating in April 1998 and our policies are set by a Management Committee comprising tenants, owners and other interested members. Staff are employed to carry out the housing services and only they will have access to details about your application. Members of the Management Committee have no direct involvement in allocating houses. All information provided by you will be treated as confidential.

### Our Housing

Our housing is located in the Bargarran, North Barr and Park Mains areas of Erskine. A breakdown of the types of houses in each area is shown below.

Bargarran	North Barr	Park Mains
Houses	Houses	Houses
Tenement Flats	Tenement Flats	Tenement Flats
Sheltered Flats	Other flat/maisonette	Other flat/maisonette
Extra Care Housing	Disabled Persons Bungalows	Disabled Persons Bungalows
	Sheltered Flats	Sheltered Flats
	Sheltered Disabled Persons Bungalows	Sheltered Disabled Persons Bungalows
	Extra Care Housing	Bungalows
	Four-in-a-block	

The number of apartments in each type of house is shown in the following tables, along with the number of houses we had as at May 2019.

We generally re-let about 60 properties a year. About half of these are lets to our supported housing (sheltered and extra care).

Bargarran – 216 Properties				
House Type	Number of Apartments			
	2	3	4	5
<b>Houses</b>	-	59	43	4
<b>Tenement Flats</b>	35	14	-	-
<b>Sheltered Flats</b>	24	17	-	-
<b>Extra Care Housing</b>	15	5	-	-
<b>Total</b>	<b>74</b>	<b>95</b>	<b>43</b>	<b>4</b>

North Barr – 325 Properties					
House Type	Number of Apartments				
	2	3	4	5	6
Houses	-	41	42	21	13
Tenement Flats	28	65	35	-	-
Other flat (Maisonettes)	6	2	-	-	-
Disabled Persons Bungalow	-	2	-	-	-
Sheltered Flats	24	-	-	-	-
Sheltered Disabled Persons Bungalow	-	4	-	-	-
Extra Care Housing	23	3	-	-	-
Four-in-a-block	-	16	-	-	-
<b>Total</b>	<b>81</b>	<b>133</b>	<b>77</b>	<b>21</b>	<b>13</b>

Park Mains – 308 Properties						
House Type	Number of Apartments					
	1	2	3	4	5	6
Houses	-	-	124	31	35	20
Tenement Flats	-	24	-	-	-	-
Other Flat (Maisonettes)	2	-	-	-	2	-
Disabled Persons Bungalow	-	-	2	-	-	-
Sheltered Flats	-	22	-	-	-	-
Sheltered Disabled Person Bungalow	-	-	4	-	-	-
Bungalows	-	42	-	-	-	-
<b>Total</b>	<b>2</b>	<b>88</b>	<b>130</b>	<b>31</b>	<b>37</b>	<b>20</b>

## Description of Properties

The table below gives you a description of the type of properties that may be available.

House Name	Description
<b>House</b>	A house is a dwelling divided vertically from every other dwelling and with its main access from ground level. Include detached, semi-detached, and terraced houses.
<b>Bungalow</b>	A single storey property with access directly from ground floor level, but may have some stairs at the entrance. It may be detached or adjoined on one or both sides to other properties.
<b>Tenement Flat</b>	A tenement flat is a dwelling in a building of two or more floors, containing two or more flats with shared access
<b>Other Flat/ Maisonette</b>	A maisonette is a dwelling on one floor, forming part of a building from some other part of which it is divided horizontally
<b>Disabled Persons Bungalow</b>	A single storey property with access directly from ground floor level. It will generally have level access from outdoors. It may be detached or adjoined on one or both sides to other properties. It is purpose built for disabled persons with wide door openings, turning space and suitable kitchen and bedroom layouts.
<b>Sheltered Flats</b>	This is a flat with one floor level. It is in a block, usually of two, three or four storeys, with a shared front door to the block. In North Barr, ground floor flats have their own entrance door. Provides housing for older residents, or those with particular needs, who need some support to live at home. Offers housing support provided by a Housing Support Officer and/or emergency cover from a call centre. Housing support needs will be assessed prior to an offer of housing.

House Name	Description
<b>Sheltered Disabled Persons Bungalow</b>	A single storey property with access directly from ground floor level. It will have level access from outdoors. It may be detached or adjoined on one or both sides to other properties. It is purpose built for older disabled persons with wide door openings, turning space and suitable kitchen and bedroom layouts. Offers housing support provided by a Housing Support Officer and/or emergency cover from a call centre. Housing support needs will be assessed prior to an offer of housing.
<b>Extra Care Housing</b>	Two or three storey building (with lift) with accommodation on one level. Flats are accessed from internal corridors. Some flats are purpose built for wheelchair users. Open plan lounge and kitchen area. Provides housing for older residents, or those with particular needs. Offers care and support with a meal service. A social work assessment is required to qualify for one of these properties.
<b>Four-in-a-block</b>	A four in a block dwelling (that is, cottage flat) is a building that contains four flats, each with their own access.

*The Housing Application Form asks you to note the area you want to be housed in; the size of house you want; and the type of house you want. Please take the time to read the information above before making your selection.*

If you are interested in sheltered housing, please ensure you complete a [Sheltered Housing Application Form](#).

If you are interested in extra care housing, please ask for an [Extra Care Application Form](#)

## Our Housing List

We have many more applicants on our housing list than the housing that is available to let, and the demand for all of our house types far outstrips the turnover of our empty properties. Some people may be waiting for a long time before we can offer them a house, and we will be unable to re-house the majority of people who want to be re-housed by us. Our staff aim to give applicants realistic advice about the likelihood of being re-housed based on the choices they have made. We also provide information on opportunities to find housing with other local providers.

## Applying for a house with us

Anyone aged 16 years or over can apply and be placed on our housing list. We do not discriminate against anyone because of their age, sex, sexuality, disability, race, nationality, ethnic origin or religion.

You can apply by filling in a Bridgewater Housing Association application form (one is enclosed with this pack).

### Application forms are also available from:

Our office at [India of Inchinnan, Greenock Road, Inchinnan, Renfrew, PA8 9LH](#)

By emailing us at [admin@bridgewaterha.org.uk](mailto:admin@bridgewaterha.org.uk)

## Finding out more about your prospects of being re-housed

If you would like to meet with a Housing Assistant to talk over your application, and find out more about your prospects of being re-housed, please phone the office on 0141 812 2237 to set up an appointment or email [admin@bridgewaterha.org.uk](mailto:admin@bridgewaterha.org.uk). Appointments are usually held on Tuesdays and Thursdays.

## Urgent Re-housing

If you are homeless, or are about to become homeless, are a refugee, or you or your children are experiencing violence or abuse from a member of your household, you should also contact Renfrewshire Council for housing advice at:

### Housing Advice & Homeless Services

15 Abercorn Street, Paisley PA3 4AA

During office hours telephone: **0300 300 0222**

Out of office hours telephone: **0800 121 4466**

## Mutual Exchange

Our tenants can swap their home with another Housing Association or Council tenant so long as we agreed to the swap.

Bridgewater has joined Homeswapper, a leading mutual exchange service, which is a free of charge mutual exchange service for our tenants. Tenants interested in finding a swap simply register online at [www.homeswapper.co.uk](http://www.homeswapper.co.uk). Tenants who do not have access to a computer can view the list of potential swaps at our office. Further information about the service can be obtained from our staff.

## Our Allocations Policy

Our Renfrewshire Common Allocations Policy has been developed in conjunction with our partners at Renfrewshire Council, Paisley Housing Association, Linstone Housing Association and Williamsburgh Housing Association. This policy sets out the rules we follow to select people for our empty houses. We run a 'group plus priority' system. All applications will be assessed on the basis of housing need and using the information you give us, we will place you in one of the groups with the level of priority that reflects your housing needs.

### We have 5 Mainstream Groups and 2 Sheltered Groups

Allocation Group	Level of priority						
1 – Statutory Homeless Group	Statutory Homeless						
2 – Mobility Group (general & transfer applicants)	A+	A	B+	B	C+	C	D
3 – General Applicants Group (not landlords own tenants)	A+	A	B+	B	C+	C	D
4 – Transfer Applicants Group (with housing needs)	A+	A	B+	B	C+	C	
5 – Transfer Applicants Group (no housing need)							
<b>Sheltered</b>	A+	A	B+	B	C+	C	D
<b>Sheltered transfer</b>	A+	A	B+	B	C+	C	D

<b>A</b> critical need	<b>B</b> urgent need
<b>C</b> moderate need	<b>D</b> no assessed need
+ priority awarded when applicant has more than one need	

Applications will be placed in date order with a group – the date we use will be the date that the priority was given. When we receive your application, we will write to you within 10 working days telling you which group you have been placed in and your priority within that group. Please note that if you haven't completed your form, or if we need more information from you, this could take longer.

## Providing Proof of Your Circumstances

Some of the questions in the application form ask you to provide proof of your circumstances. We need this proof to support the group and priority your application has been given. If you need to supply proof, please get it to us as soon as you can so that it does not hold up your assessment.

## Change of Circumstances

If your circumstances change in any way after you complete your form, you need to tell us as this will mean you either have to complete a new form (for example, if you have changed your address), or it may affect the grouping or priority of your application.

Where a change of circumstances affects your grouping or priority we will write to you to confirm what this means for your application.

## Size of housing we will consider you for

The table below shows the size of house that different households will be eligible for. When we refer to children, it is our policy to offer a separate bedroom for children of different sexes aged 10 and over and children of the same sex aged 16 and over.

Household size	Eligible house size
Single person	<b>2 Apartment or studio</b>
Couple	<b>2 Apartment</b>
Couple or single parent with 1 child	<b>3 Apartment</b>
Couple or single parent with 2 children	<b>3, 4 or 5 Apartment*</b>
Couple or single parent with 3 children	<b>4, 5 or 6 Apartment*</b>
Couple or single parent with 4 children	<b>4, 5 or 6 Apartment*</b>
Couple or single parent with 5 or 6 children	<b>5 or 6 Apartment*</b>

\*Depending on the age and sex of the children

## Mobility

Applicants with a mobility problem and who need housing that suits their needs - for example, ground floor, adapted or purpose built properties for wheelchair users – will be placed in the mobility group. If more than one person in an applicant's household has a mobility need, we will only give priority to the person with the highest mobility need.

Applicants can only be placed on a queue for housing that is suitable for their medical condition. This means that if an applicant cannot manage stairs, he or she cannot be put on a queue for houses that involve climbing stairs. A house adapted for or built for a wheelchair user will be offered first to any wheelchair users on the queue.

## Allocating an Empty Property

We allocate housing by setting annual targets for each of the 5 Priority Groups. The targets are a percentage of the overall lets in the year and show the lets we aim to give to each group. Please contact us if you would like to know the targets which are being applied this year.

When a property becomes available for re-let, we will first of all check if it is suitable for someone with mobility needs. This is to ensure that we make best use of our purpose built, adapted and level access properties.

## Offers of Housing

We aim to assist applicants make the best choice of housing for their needs.

If you are selected for an offer of housing, you will receive a letter from us. If we are satisfied that all of the information on your application form is correct, and where required, a satisfactory tenancy reference has been received, an offer of housing will be made. You will normally have 2 days in which to accept or reject the offer. We will ensure that the offer meets your needs as stated on your application form and as confirmed by a visit to your home. If a second offer is rejected, you will be interviewed and your stated choices will be reviewed. We may suspend your application where 2 reasonable offers have been refused.

## Viewing a Property

If you are offered a property you must view it before you sign your tenancy agreement. A Housing Officer will attend the viewing with you and answer any questions you may have.

## Tenancy Agreement

Generally, we will offer successful applicants a Scottish Secure Tenancy. However, in some cases we may offer a Short Scottish Secure Tenancy, for example, where the applicant or someone living with them has acted in an antisocial behaviour manner within the last three years.

## Reviewing Applications

We will write to you annually to ask if you want to remain on our housing list. It is important that you respond to these letters, otherwise your application with us will be cancelled, and you will have to reapply. Unless you can provide good reason for not responding to our letters, your date of application will be the date that we receive your new form.

## Appeal Process

You have the right to appeal against decisions that we make about your application.

If you disagree with any decision about your application, or wish to appeal against suspension, you should write to the Association's Director clearly stating the reasons for asking the decision to be reviewed. Once the decision has been reviewed, if you remain dissatisfied, you can ask for your case to be considered by our Management Committee. The final right of appeal lies with the Management Committee.

## False or Misleading Information

We reserve the right to make enquiries with any third party, for example, a previous or current landlord or mortgage lender, doctor, family member etc. to verify information disclosed on your application form. Where false or misleading information has deliberately been supplied in order to give you a greater housing need, your application will be withdrawn and any subsequent application will not be considered for up to one year. You will have the right of appeal to the Association's Director.

If a tenancy has been granted on the basis of such information, we will take action to repossess the property and will notify the Police of a possible criminal offence.

## Data Protection

### Confidentiality and data protection

We will share your information with Renfrewshire Council and housing associations in Renfrewshire to support your application for housing or to assist with the selection of an applicant to a property. We will share the appropriate details with the relevant landlord prior to them making any offer of housing to you to ensure it meets any offer meets your requirements.

We collect, process and share personal or sensitive personal information without consent, in some cases with our partners such as the NHS, housing associations, schools, central government, other councils and law enforcement agencies such as Police Scotland and the Crown Office and Procurator Fiscal Service, for the following purposes:

- health and wellbeing and public health
- safeguarding of vulnerable adults and children
- the prevention and detection of crime
- the assessment of any tax or duty
- collection of debt
- if we are required to do so by any court or law
- prevention of fraud
- the national fraud initiative
- protect you or other individuals from serious harm
- protect public funds
- public safety and law enforcement
- criminal or civil prosecution of offenders
- national security
- 

We will never use or share your personal information to third parties for marketing purposes without your permission. Your personal information will be collected and processed in accordance with Bridgewater Housing Associations Privacy Policy. Further information about how we will use your personal information can be found at [www.bridgewaterha.org.uk](http://www.bridgewaterha.org.uk)

### Getting Independent Advice

If you would like to obtain independent advice on your application or your housing rights in general, you can contact Citizens Advice Bureau, 7 Glasgow Road, Paisley on 0141 889 2121 or Shelter Scotland, who provide a Free Housing Advice Line on 0808 800 4444.

🏠: Bridgewater Housing Association LTD, Ground Floor, India of Inchinnan, Greenock Road PA8 7AA

☎️: 0141 812 2237

✉️: [admin@bridgewaterha.org.uk](mailto:admin@bridgewaterha.org.uk)

🌐: [www.bridgewaterha.org.uk](http://www.bridgewaterha.org.uk)



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