



Muirhouse Housing Association

MUIRHOUSE HOUSING ASSOCIATION

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Our Vision, Our Mission, Our Values

Our Vision is an engaged, thriving, desirable and eco-friendly Muirhouse with high quality, truly affordable and greener homes.

Our Mission - We will provide high quality, truly affordable homes and services for residents and strengthen our engagement and partnerships to enrich the community and safeguard our environment.

Our Values - In upholding our central value of providing high quality, affordable homes and services, our behaviours and decisions will demonstrate our commitment to

Excellence: Ensuring the highest standards in all that we do and innovating to continually improve. Across the MHA Group, we are committed to providing a high quality, customer focused service that demonstrates value for money.

Caring: Being compassionate about and responding appropriately to the needs of our residents, staff, and Board.

Mutual Respect: Valuing the views, knowledge, expertise, and skills of others and collaborating to achieve good outcomes for residents, staff and the Association. We will continue to be a leading member of the local community, working with our customers and statutory, voluntary, and private sector partners.

This policy applies to

Staff of Muirhouse Housing Association in relation to their work in allocating void properties, and dealing with requests for mutual exchanges, transfers, assignments, succession.

Equalities

Muirhouse Housing Association are committed to ensuring people or communities do not face discrimination or social exclusion due to any of the following protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion and belief; sex or sexual orientation. This document complies with our Equality, Diversity and Inclusion Policy.

Privacy

This policy has been developed and will be applied in compliance with General Data Protection Regulations (2018).

Compliance

Scottish Social Housing Charter Outcomes & Standards

- 1: Equalities
- 2: Communication
- 4: Quality of Housing
- 7, 8 & 9: Housing Options
- 10: Access to Social Housing
- 11: Tenancy Sustainment
- 13: Value for Money

SHR Regulatory Standards

Standard 1 - The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.

Standard 2 - The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.

Standard 3 - The RSL manages its resources to ensure its financial well-being, while maintaining rents at a level that tenants can afford to pay.

Standard 5 - The RSL conducts its affairs with honesty and integrity.

Other Legislation

Housing (Scotland) Act 2014

Homelessness etc (Scotland) Act 2003

Related Policies

Voids Policy
Repairs and Maintenance Policy
Child Protection Policy
Adult Protection Policy
Data Protection Policy
Scottish Government Homelessness Policy - <https://www.gov.scot/policies/homelessness/>

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1. Introduction

- 1.1 Muirhouse Housing Association (MHA) is a locally based housing association committed to providing good quality affordable housing.
- 1.2 We allocate properties using Edindex which is the common housing register for Edinburgh.

2. Aims and Objectives of Policy

- 2.1 To ensure housing is allocated to those in greatest housing need.
- 2.2 To ensure that we comply with the relevant legislative and regulatory requirements.
- 2.3 To fulfil our responsibility to work in partnership with City of Edinburgh Council in addressing the needs of homeless people.
- 2.4 To make best use of our housing stock by ensuring that and applicants needs and choices can be matched to the most appropriate housing.
- 2.5 To work in partnership to provide information and advice to applicants regarding their housing options and choices.

3. Legal and Regulatory Framework

- 3.1 This policy takes full account of
 - The Housing (Scotland) Act 2014
 - The Scottish Housing Regulatory Standards of Governance and Financial Management.

4. Access to Housing

- 4.1 Anyone aged 16 and over can apply to be added to our housing list. Application to the housing list is made using an Edindex Application form which can be collected from our office or downloaded from City of Edinburgh Council website.
<https://edindexhousing.co.uk/>
- 4.2 Applications can be returned to any Edindex partner landlord including MHA. Applications are forwarded to City of Edinburgh Council, who aim to process them within 2 weeks.
- 4.3 As an Edindex partner, we will provide advice and assistance to applicants, where possible, about their opportunities for housing.
- 4.4 We aim to allocate at least 50% of our void homes every year to applicants who have been classed as statutory homeless by City of Edinburgh Council. We aim to allocate 10% of our void homes to MHA tenants via our transfer list.
- 4.5 When adding an applicant to the housing list we will not take into account
 - Income of the applicant and anyone on the application.
 - Rent owed of less than one month.

- Rent owed of more than one month if there is a current repayment arrangement in place which has been maintained for at least three months.

5. Assessment of Housing Need

5.1 Our housing is allocated based on housing need. This is assessed according to a points system (see Appendix 1) which has been designed to give priority to those in the greatest housing need.

Points are awarded according to the households living circumstances in the following categories:

- Homelessness
- Overcrowding
- Under occupation
- Unsatisfactory housing conditions
- Sharing amenities
- Health
- Social and support needs.

5.2 The offer of a property will be made to the applicant with the highest number of points unless there are exceptional circumstances (see 11. 'Sensitive Lets').

6. Property Ownership

6.1 We would not offer a tenancy where the applicant can be reasonably expected to live in that property. We will consider housing applicants who own a property where it is not reasonable to expect the applicant to remain in the property. This could be due to threat of violence or abuse, structural danger, severe overcrowding.

6.2 If we believe that an owner is likely to be able to live in their current home if repairs or adaptations were carried out, then we would grant a Short Scottish Secure Tenancy (SSST) will be granted.

7. Household Composition

7.1 When allocating a property, we aim to match the number of applicants to the size of the property. An Adult is classed as anyone aged 16 or over.

Occupiers	Eligible Bedroom Size
Single Adult or Child	Single or Double Bedroom
Adult Couple	Double Bedroom
Two children under the age of 7	Double Bedroom
Two Children of the same sex under the age of 14	Double Bedroom

7.2 We do not routinely make an allocation which results in a household being overcrowded, or under occupied and therefore applicants who need more or less bed spaces than are available in a property will not be considered.

7.3 We may on an individual case basis allocate a property to an applicant who needs more bedrooms than available in the property, however there must be enough bedspaces available in the property.

- 7.4 We may grant an extra bedroom to an applicant who is a foster carer, kinship carer, to allow child access, for a family member in the armed forces, for a carer, or for medical reasons. These applications will be considered on a case-by-case basis and will be subject to confirmation.

8. Edindex Partnership

- 8.1 MHA work in collaboration with our Edindex partners, and in line with the Scottish Government commitment to address homelessness. We will support the work being taken to embed the 'Housing First' approach in Edinburgh. We will fully consider any Housing First Applicants for an offer when they come top of a shortlist.
- 8.2 As part of the City of Edinburgh's Domestic Abuse Policy, we collaborate with our Edindex partners to ensure a consistent approach when working with victims of domestic abuse and will consider requests from partner landlords for a management transfer based on needs and risk assessment.
- 8.2 MHA take part in the City of Edinburgh Council 'Delayed Discharge Scheme'. Where possible, we will match any available properties against a list of people who are unable to leave hospital because their current housing is unsuitable for their needs.
- 8.3 To allow the greatest access possible to our housing, as well as enabling us to assist the Council in meeting their strategic housing objectives, we accept nominations from the City of Edinburgh Council and take Section 5 Homeless Referrals from the Council in line with our duty as an RSL to house statutory homeless people.

9. Offers and Refusals

- 9.1 Applicants will be given an appointment to view the property. Offers of housing will be made over the phone, followed up by confirmation in writing.
- 9.2 Applicants will be given 24 hours to consider the offer.
- 9.2 If the applicant accepts, we will ask for a tenancy reference. If the applicant refuses, the property will be offered to the next applicant on the list. Reasons for refusal will be monitored to detect any trends or problems with our properties or the area.
- 9.3 The criteria we use to match households is different from the rules used by the Department of Work and Pensions for under occupation. We will therefore provide advice and information to applicants to ensure that they are able to make an informed decision prior to accepting a tenancy.

10. Management Allocations

- 10.1 Very occasionally, situations may arise where current tenants have an extreme or emergency need to rehousing, but their specific circumstances are not covered by the points system. In such cases a decision may be taken to make a management allocation.

- 10.2 The same may apply where one of our Edindex partners ask for help to rehouse one of their tenants in similarly urgent or extreme circumstances.
- 10.3 Management allocations are intended for use only in very exceptional circumstances or emergency situations where there are no other options available within the policy. Any such decision must be taken at senior level by the Housing and Communities Manager and approved by the Chief Executive.

11 Sensitive Lets

- 11.1 We may decide to treat a certain property as a 'sensitive let' in the interests of achieving a balanced community and helping tenancy sustainment. We will consider the applicant's housing needs with the suitability of the available property and the needs of their prospective neighbours. In some cases, we may not automatically offer a property to the applicant at the top of the shortlist.
- 11.2 If we bypass an applicant because they do not meet the criteria for the sensitive let, then we will try to ensure as much as possible that they will be considered for the next available property of the same type and size.
- 11.3 Any decision to treat a property as a sensitive let and bypass an applicant for this reason will be taken by the Housing Officer and approved by the Housing and Communities Manager, with the reasons explained and recorded.

12 Transfers

- 12.1 We aim to allocate 10% of our available properties each year to transfer applicants. Existing tenants who want to apply to another of our properties must apply through Edindex. Their application will then be assessed and awarded points in the same way as external applicants.
- 12.2 Transfers can be approved once the following conditions are met:
- Transferring tenants must keep to the end of tenancy conditions stated in their tenancy agreement.
 - The decoration, cleanliness, and state of repair of the tenant's current property must be of a suitable standard to allow it to be re-let without redecoration costs.
 - If this is not the case, the tenant will be required to bring it up to a standard themselves or agree to cover the costs of having this carried out by us.
 - They must clear the property of all furniture and personal effects and leave it in a clean and tidy condition.
 - Transferring tenants must have conducted their tenancy in a satisfactory manner.
 - We will not accept a transfer application where the transfer would result in the under occupation or overcrowding of a property.
- 12.1 Transfers due to a property improvement or rehabilitation work, or for long term decants will be dealt with as a Management Allocation (see section 10)

13 Mutual Exchange

- 13.1 Under the terms of the Housing (Scotland) Act 2001, all Scottish Secure Tenants have the right to carry out a mutual exchange of their property with another Scottish Secure Tenant. This mutual exchange can be with their own landlord, or with another registered social landlord. A mutual exchange can only take place with our prior written consent, which we cannot unreasonably refuse.
- 13.2 Any tenant who wants to carry out a mutual exchange must apply in writing via our Mutual Exchange application form.
- 13.1 In the case of a joint tenancy, the application must have been agreed and signed by each tenant. Any spouse, civil partner, or co-habitant must confirm that they agree to the proposed exchange.
- 13.2 The following conditions must be met before a mutual exchange can be approved:
- The proposed exchange must not lead to overcrowding or under occupation.
 - The other landlord, if applicable must give permission for the exchange.
 - Both parties must have conducted their tenancies in a satisfactory manner.
 - Both parties must agree in writing to accept the properties in their condition at the time of exchange; we will not accept any responsibility for any chargeable repair or redecoration in connection with an exchange.
 - The tenant must have lived at their current tenancy for at least 12 months at the time of their application.

14 Assignment

- 14.1 An assignment is the transfer of a tenancy from the tenant to another person (the assignee). Scottish Secure Tenants who have been living in their property for at least 12 months have the right to assign their tenancy. Assignment can only take place with our prior written consent, which we cannot unreasonably refuse.
- 14.2 Any tenant who would like to assign their tenancy should apply to us in writing using our assignment application form.
- 14.1 In the case of a joint tenancy, the application must have been agreed and the application form signed by both tenants. Any spouse, civil partner or co-habitant must confirm they agree to the application.
- 14.2 Assignment will only be agreed where:
- The proposed assignee is aged over 16.
 - The tenant has notified us at least 12 months previously that the proposed assignee is living in the property as their sole or principal home.
 - The assignment will not lead to overcrowding or under occupation.
 - There are no anti-social behaviour issues.

15 Succession

- 15.1 Under the terms of the Housing (Scotland) Act 2001, on the death of a Scottish Secure Tenant, the tenancy passes by law to a qualifying person. This is known as succession. The Act also allows for a second succession to the tenancy by another qualifying person.
- 15.2 Schedule 3 of the Act sets out those who would qualify to succeed to a tenancy and puts them into three levels of priority, as follows:
- 15.3 Level one – first priority
- A person qualifies as having first priority to succeed to a tenancy if they are:
- A surviving joint tenant, and the property was their only or principal home at the time of the tenant's death
 - The tenant's spouse or civil partner, and the property was their only or principal home at the time of the tenant's death
 - The tenant's cohabitant (of the opposite sex or the same sex, where there is no marriage or civil partnership) and the property was their only or principal home at the time of the tenant's death, and they notified us that they were living in the property as their only or principal home at least 12 months prior to the tenant's death.
- 15.4 Level two – second priority
- A person qualifies as having second priority to succeed to a tenancy if they are a member of the tenant's family, they notified us at least 12 months prior to the tenant's death that they were living in the property as their sole or principal home, they are aged at least 16 years, and the property was their only or principal home at the time of the tenant's death.
- 15.5 Level three – third priority
- A person qualifies as having third priority to succeed to a tenancy if they are a carer providing, or who has provided care for the tenant or for a member of the tenant's family, they notified us at least 12 months prior to the tenant's death that they were living in the property as their sole or principal home, they are aged at least 16 years, the house was their only or principal home at the time of the tenant's death and the carer had given up their only or principal home in order to live with the tenant.
- 15.6 On the death of the tenant, the tenancy will pass firstly to any person qualifying at level one. If the qualifying person at level one declines the tenancy, or if no one is qualified at level one, the tenancy will pass to any person qualifying at level two. If the qualifying person at level two declines the tenancy, or if no one is qualified at level two, then the tenancy will pass to any person qualifying at level three. At every stage, we must make every effort to determine if there is anyone entitled to succeed to the tenancy, and give each person written notice of this.
- 15.7 Where more than one person qualifies at any one of the levels, they must decide among themselves, within four weeks from the date of death or from the written notification of their right to succeed, who will succeed to the tenancy. They may agree

upon a sole or joint tenancy. In the event that they are unable to reach an agreement, we have the right to make the decision.

- 15.8 Under the provisions of the Housing (Scotland) Act 2001, a tenancy can only be succeeded to twice. Following the death of a tenant who inherited the tenancy through a first succession, the tenancy can pass a second time to another qualifying person. At either a first or second succession, if there is no person qualifying to succeed, or if every qualifying person declines the tenancy, then the tenancy is terminated.
- 15.9 On the death of a tenant who inherited the tenancy through a second succession, the tenancy will be terminated, unless there is a surviving joint tenant who continues to use the property as their only or principal home. If on the death of a tenant who inherited the tenancy through a second succession there is a person who is not a joint tenant but would otherwise have qualified to succeed to the tenancy had there not already been two previous successions, that person is entitled to continue as a tenant for up to 6 months, to allow that person time to find alternative accommodation. In such cases, an occupancy agreement will be granted for this period instead of a Scottish Secure Tenancy.
- 15.10 Should a qualifying person with succession rights decline the tenancy, they must give written notice of this within 4 weeks of the tenant's death or from receiving written notification of their right to succeed. They must then vacate the property within three months of their written notice declining the tenancy. They will be liable for rent charges due only for their actual period of occupation after the tenant's death.
- 15.11 Where a property has been specially designed or substantially adapted for occupation by a person with specific needs, at a first succession, a person qualifying at level one has the automatic right to succeed to the tenancy regardless of whether they themselves have the specific need for that type of accommodation. Any other person who would normally qualify at level two or three will only be eligible to succeed to the tenancy if they have the special need provided for by that accommodation.
- 15.12 Where a property has been specially designed or substantially adapted for occupation by a person with specific needs, at a second succession, any person who would normally qualify at any level will only be eligible to succeed to the tenancy if they have the special need provided for by that accommodation.
- 15.13 Where a tenancy is terminated and there is a person who, but for the specific rules relating to succession in a property specially designed or substantially adapted for occupation by a person with specific needs, would otherwise have qualified for a succession, we must make suitable alternative accommodation available to them.

16 Subletting

- 16.1 Under the terms of the Housing (Scotland) Act 2001, all Scottish Secure Tenants who have lived in their property for at least 12 months prior to the submission of their application have the right to sublet all or part of their property. Subletting can only take place with our prior consent, which we cannot unreasonably refuse.

- 16.2 Any tenant wishing to sublet all, or part of their property must first apply in writing, providing the following information:
- Details of the subtenant and anyone else who will be occupying the property.
 - Details of any payment which has been or is to be received by the tenant in consideration of the transaction.
 - The date the tenant wishes the transaction to take place.
 - A copy of the proposed sublease between the tenant and subtenant.
- 16.3 In the case of a joint tenancy, the application must have been agreed and signed by both tenants. Any spouse, civil partner or co-habitant must confirm that they agree to the proposed subletting.
- 16.4 The following conditions must be met.
- The proposed subtenant must be aged 16 or over.
 - The proposed charges must appear to us to be reasonable. We will deem the proposed charges to be reasonable if they are the same as or less than the amount of rent paid by the tenant to us, plus any reasonable extra charges to cover additional costs such as the provision of furniture, payment of insurance, energy bills etc. Any refundable security deposit should not be more than the value of one month's rent charge. No other charge may be made.
 - The terms and conditions of the sublease must also be deemed by us to be reasonable.
 - The tenant must intend to return to the property within a maximum of eighteen months to use it as their only or principal home.
 - The tenant must obtain our written permission prior to implementing any increase in the rent charged to the subtenant. Permission will only be granted if we believe the increase to be reasonable.
 - At the end of the sublet, the tenant must return to live in the property. If they do not return, they must end their tenancy and the sublease arrangement.
 - The tenant must provide an address and phone number where they can be contacted during the sublet. In addition, the tenant may nominate someone else to act as a day-to-day contact in connection with the sublet.
 - Any sublet will only be granted for an initial period of up to six months. Requests to renew the sublet will be considered at our discretion and may be granted for up to a further six months, depending on individual circumstances. After the initial six-month period, a maximum of two extensions of up to six months will be permitted, up to a total maximum of 18 months. However, in line with our obligation towards meeting housing need, we must continue to be satisfied that the principal tenant has every intention of returning to the property.
 - The property is part of a scheme specifically designed for people with specific needs, or designated for a particular client group, and the proposed subtenant does not meet the criteria.

- 16.5 The principal tenant remains responsible for ensuring that the terms and conditions of the tenancy are met and will be responsible for the conduct of the subtenant during their sublet. Any legal action arising from breach of tenancy on the part of the subtenant will be taken against the principal tenant.
- 16.6 If the tenant decides to bring the subletting arrangement to an end, they are responsible for legally ending the sublease arrangement and asking the tenant to leave.

17 Lodgers

- 17.1 Under the terms of the Housing (Scotland) Act 2001, all Scottish Secure Tenants have the right to take in a lodger. A lodger is someone who rents the use of one or more rooms, or part of a room and other services in a property from a tenant. Family members are not normally considered to be lodgers, (although permission must still be sought from us before additional family members can move into a property.) A tenant can only take in a lodger with our prior written consent, which we cannot unreasonably refuse.
- 17.2 Tenants who want to take in a lodger must apply in writing by filling in our application for a lodger permission form.
- 17.3 The following conditions must be met:
- The proposed lodger must be aged 16 or over.
 - The proposed arrangement must not lead to overcrowding.
 - There should be no antisocial behaviour issues.
 - Any proposed charges must be reasonable, taking into consideration the current rent and size of the part of the property being used by the lodger, and any furniture or equipment being made available as part of the agreement.
 - The tenant must obtain our consent before increasing the rent or other payment payable by the lodger.
 - The terms and conditions of the occupancy agreement must be reasonable.
- 17.4 A lodger is not a joint tenant, and they have no legal relationship with us, they will have an Occupancy Agreement with the tenant detailing their occupancy rights. The tenant remains wholly responsible for the conditions of the tenancy and the payment of all charges due. The principal tenant remains responsible for ensuring that the terms and conditions of the tenancy are met and will be responsible for the conduct of any lodger during their occupancy. Any legal action arising because of unacceptable behaviour on the part of a lodger will be taken against the tenant. If the tenant terminates their tenancy, then any lodging agreement is brought to an end by the termination.

18 Reasonable Grounds for Refusing Consent

- 18.1 We may refuse permission for a mutual exchange, assignation, lodger or sublet if it is reasonable for us to do so. Reasonable grounds for refusing consent as highlighted in section 33 subsection 3 of the Housing (Scotland) Act 2001, include the following.
- We have served a notice of proceedings for recovery of possession on the tenant, specifying one of the grounds 1-7 in schedule 2 of the Act.
 - An order for recovery of possession has been made against the tenant.
 - There has been an antisocial behaviour order granted against the current tenant or a member of their household, or the proposed new tenant has a current antisocial behaviour order against them or was previously evicted for antisocial behaviour.
 - The proposed new tenant would not be given reasonable preference under our allocation policy or there are reasons which would give us grounds to suspend them from receiving an offer under the terms of this policy.
 - The tenant has not lived in their property for at least 12 months prior to submitting their application.
- 18.2 In addition, other grounds on which we may reasonably withhold our consent include, but are not limited to the following:
- The proposed transaction would result in the property being under occupied or overcrowded.
 - The property is found to be in an unacceptable condition due to tenant damage or neglect.
 - The property is designed for people with specific needs or designated for a particular client group and the new tenant does not meet the criteria.
 - It appears that a payment has been made or received by either tenant in relation to the transaction.
 - We intend to carry out work on the property.
- 18.3 We must give our written consent or refusal within one month from the date that all information required for the application has been submitted. Should we fail to meet this timescale, the tenant is legally entitled to assume that consent has been granted.
- 18.4 In the case of a joint tenancy, the application must have been agreed and signed by both tenants. Any spouse, civil partner, or co-habitant must confirm that they agree to the proposed transaction.
- 18.5 If it is found that an application has been falsified, or that deliberately misleading information has been provided, or that information has been withheld in order to influence our decision, we may refuse or withdraw our permission, or commence legal action to recover the tenancy.

19 Monitoring of the Policy

- 19.1 We will report to the Board quarterly on our performance for relet times, voids days and rent loss, and annually to the Annual Return on the Charter.
- 19.2 We will publish performance information regularly on our website, newsletters and in our Annual Landlord Report.

20 Complaints and Appeals about the Policy

- 20.1 Anyone who wants to make an appeal or complaint about a decision made as part of the application, assessment or allocation process may apply to us directly, there are two stages to this process.
- 20.2 A tenant or applicant may appeal in person, in writing or by email and this will be reviewed by the Housing and Communities Manager and reply given within 5 working days.
- 20.3 If the tenant or applicant is dissatisfied with this decision, then they may appeal for a review in writing to the Chief Executive. A reply will be given within 10 working days and will be the final decision.
- 20.4 Applicants/tenants have the right to apply to the Sheriff Court. The Sheriff may order us to consent to the application if the court believes that we may have refused unreasonably.
- 20.5 If an applicant or tenant is dissatisfied with the level of service we have provided and the way we have handled the allocation as opposed to the outcome, then the complaint will be dealt with in line with our Complaints Handling Procedure.

21. GDPR

- 21.1 All information provided to us by individuals will be treated in strict confidence and will only be discussed with other parties with prior written consent. We will comply with the Data Protection Act 2018 and the General Data Protection Regulations 2016 when holding personal information in our files and on our computer systems. An information leaflet on how we use your personal information is available on request, and a copy of this will be provided to you
- 21.2 The City of Edinburgh Council manages Edindex on behalf of all the partner landlords. To provide services to you they need to collect your personal data. The City of Edinburgh Council's Privacy Notice explains how they do this and why. The Privacy Notice is available on the Council's website at www.edinburgh.gov.uk or if you would like a hard copy, please contact the team by sending an email to edindex@edinburgh.gov.uk, or call them on 0131 529 5080. They comply with the Housing (Scotland) Act and other similar legislation, which places obligations on the Council to process your data. This means that they may share information provided to them through Edindex with other organisations and authorities. In line with the General Data Protection Regulation 2018, they will only share your information when it is legal and reasonable to do so.

22 Anti- Bribery

- 22.1 We are committed to the highest standards of ethical conduct and integrity in all our activities and, in order to ensure compliance with the Bribery Act 2010, we have introduced an Anti-Bribery policy and procedures. These must be adhered to by all employees, Board Members and associated persons or organisations acting for or on our behalf when undertaking any actions referred to in this policy.

23. Review

- 23.1 This policy will be reviewed every 5 years unless key changes are required earlier to comply with legislation, guidance, or new learning.
- 23.2 As part of this review, consultation will take place with staff and customers to ensure that operational issues and the opinions of customers are considered.
- 23.3 The effectiveness of accompanying procedures and guidance will be monitored on a regular basis and, where applicable, amended as required operationally; or to reflect legislative changes.
- 23.4 Where references are made to specific job titles, roles, groups or committees, such references shall be deemed to include any changes or amendments to these job titles, roles, groups, or committees resulting from any restructuring or organisational changes made between policy reviews.

24. Appendices

Appendix 1: Points System

Points may be awarded in more than one category.

1. Homelessness

Priority homeless presentation	100
Sleeping rough	100
Demolition or extraordinary circumstances	8
Non priority homeless presentation	6
No security	6
Property with job (6 months prior / 1 month after)	4
Asked to leave (3 months prior / 3 months after)	4

2. Medical

Hospital unable to return home (medical)	100
Applicant / household member - housebound in home	8
Applicant / household member - severely restricted in home	6
Applicant / household member - restricted in home	4

3. Overcrowding

Each bedroom short to a maximum of 16points	4
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4. Under-occupation

Each unused bedroom to a maximum of 6 points	2
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5. Harassment

Violence in the home	8 or 6
Violence by a neighbour	6 or 4
Violence by unknown persons	4
Antisocial behaviour / break- ins	2

6. Tolerable Standard (3 Awards to a maximum of 10)

Statutory Notice	6
Environmental Health	6
Lacking cooking facilities	4
Lacking bathroom / shower-room	4
Lacking inside toilet	4
Lacking full central heating	4
Major Dampness	2
Major Repairs	2

7. Support

Supported accommodation	6
Care needs	6
Daily support	4
Mental health	2

8. Economic

Travel	4 or 2
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9. Social

Access to amenities	4
Social contact	4 or 2