

# **Clyde Valley Housing Association**

## **Customer Panel**

### **Housing Allocations Scrutiny Report & CVHA Feedback**

**30<sup>th</sup> November 2017**

The Clyde Valley Customer Panel would like to thank Clyde Valley Housing Association staff & tenants and Tenants Information Service for their assistance in carrying out this scrutiny project.

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## 1. INTRODUCTION

- 1.1 The Clyde Valley Housing Association (CVHA) Customer Panel (the Panel) was established in 2013 and we are the first scrutiny group representing tenants and service users of Clyde Valley Housing Association.

This is our fifth scrutiny report and it provides an independent review of CVHA's Housing Allocation processes and procedures.

The Panel has a committee of 13 tenants and service users and our remit includes:

- To independently review and monitor Clyde Valley Housing Association housing and related service delivery and performance to support service improvement.
  - To make recommendations and report progress on scrutiny work to Clyde Valley's Leadership Team and Board.
- 1.2 The Panel is pleased to submit our Housing Allocations Scrutiny Inspection Report to Clyde Valley Housing Association's Leadership Team and Board Members for their information and consideration.
- 1.3 The Panel would like to thank the CVHA staff who assisted in this inspection by providing information and demonstrations of systems to the Panel and arranging work shadowing opportunities.

## 2. THE INSPECTION PROCESS

- 2.1 The Panel followed an agreed work plan which included:

- a. Review of information and relevant fact finding
  - Scottish Social Housing Charter Context
  - Scottish Housing Regulator Context
  - North and South Lanarkshire Common Housing Register Application forms
  - CVHA information to applicants and new tenants
- b. Planning and Preparation, including:
  - Participation in training, information and support provided to by TIS
  - Planning and agreeing questions to be asked in meetings and via e-mail to Clyde Valley staff

- Planning and agreeing pro forma content for use in Mystery
  - Shopping exercises by telephone, e-mail and web site
- c. Reality Checking
- Meetings with Clyde Valley staff
  - Review of computer system regarding allocations from termination of tenancy notification to new tenant sign up
  - Work shadowing new tenant sign up process
  - Completion of North and South Lanarkshire Common Housing Register Application Forms
  - Mystery Shopping exercises by telephone, email and web site to review information provided

### 3. FINDINGS AND RECOMMENDATIONS

#### 3.1 Context:

- a. The Panel understands that Housing Allocations in the Social Rented Sector are guided by Scottish Government legislation.
- b. The Panel understands that as per the Scottish Social Housing Charter, (SSHC) that CVHA, along with other Social Landlords is required to manage its business so that:
  - ✚ People looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them.
  - ✚ Tenants and people on housing lists can review their housing options.
  - ✚ People at risk of losing their home get advice on preventing homelessness
  - ✚ People looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and their prospects of being housed
- c. The Panel understands that CVHA works in partnership with North and South Lanarkshire Councils and other Social Landlords via Common Housing Registers for the purpose of allocating properties to applicants across both Local Authority Areas.

- d. The Panel understands that CVHA aims to re-let properties within an agreed timescale to minimise rent loss at the same time as ensuring properties meet the CVHA Lettable Standard.
- e. The Panel understands that demand for housing significantly outweighs supply, with CVHA having approximately 200 relets per year versus 13,000 Common Housing Register applicants expressing an interest in CVHA properties.
- f. The Panel understands that CVHA cannot advise applicants how long it will take to be allocated a property or guarantee that they will ever be offered a property.
- g. The Panel understands that applicants who are homeless or threatened with homelessness are advised to contact the Local Authority who carry out homelessness assessments.

### **3.2 What the Panel liked:**

- a. The Panel considers that having one Common Application Form for each Local Authority area is positive as this should allow applicants to be considered for the widest range of properties available to meet their housing needs.
- b. Within the re-let timescales context the Panel is pleased to note that CVHA's average re-let time is 16.8 days, compared to 22.5 for South Lanarkshire Council, 24.8 days for North Lanarkshire Council and the Scottish Average of 35.4 days (Based on 2015 / 2016 figures).
- c. The Panel is pleased to note that CVHA tenancy sustainment for properties allocated to new tenants from waiting is 90.12% compared to 87.30% for South Lanarkshire Council and 85.41% for North Lanarkshire Council.
- d. The Panel considers that the allocation system process which allows CVHA to identify potential tenant for a void property as soon as the 28 day "notice to quit" is received, with the Common Housing Register highlighting priority applicants through use of "red flag" is good practice as this should reduce the length of time that properties are vacant.
- e. Access to housing application forms is relatively simple either through:
  -  A direct telephone call or email request to CVHA which enables the form to be sent out or emailed to applicants
  -  Availability on CVHA web site
- f. That one CVHA officer is responsible for housing allocations as this should ensure consistency in approach across all stock and areas.

- g. The Tenancy Sign up process is clear and informative for applicants. Including information on:
- Gas Supplier
  - Electricity Supplier
  - Gas Service Procedure
  - Contents Insurance
  - Landlord Access
  - Factor / Close Cleaning
  - Common Areas
  - Refuse /Bins
  - Pets
  - Alterations
  - Rent Payment
  - Arrears Procedure
  - Housing Benefit Advice
  - Repairs Reporting
  - Change of Circumstances
  - Settling in Visit
- h. That officers clearly guide new tenants through the relevant paperwork and documentation including:
- New Tenant Information Checklist
  - Welcome Letter
  - Tenant Information Pack
  - Scottish Secured Tenancy Agreement
  - Good Neighbour Agreement
  - Welfare Reform – Under Occupancy Information
  - Asbestos Disclaimer
  - Pet Application Form
    - Pet disclaimer re. pets not allowed
  - Direct Debit Form
  - Legionnaires Disease Factsheet
  - Housing Census Form
  - Council Tax Form
  - Membership Application
  - Decoration Allowance
  - Sign up checklist
- i. That staff were friendly, informative and respectful in dealings with new tenants at the sign up process.
- j. That CVHA operates a Mutual Exchange Policy and has an associated section on the web site that is clearly identified in the opening pages.
- k. That the web site has a “button” for people to access information in an extensive variety of languages.

### 3.3 Panel Findings and Recommendations & CVHA Comments

The Panel identified the following items for consideration and improvement:

Access to Information:			
	Findings	Recommendation	CVHA Comments
	Application forms for CHR North Lanarkshire and South Lanarkshire are available on the CVHA website. However for people with limited computer skills or who are less familiar with website navigation, the "How to Apply for a House Section is a few pages in.	CVHA includes a "How to Apply for a House button on home page beside Pay Your Rent, Report a Repairs and Customer Feedback	This functionality has now been included on our website
	The Application forms are accessible from the web site to download and complete.	In partnership with North and South Lanarkshire Councils consideration is given to the development of application forms that can be completed and submitted on line.	Discussed at SLC Homefinder Managers Meeting. SLC will have online application forms available to complete online and submit from early 2018.  Will discuss with NLC at next Managers Meeting in new year.
	Although there is a How to Apply section on the website with information that CVHA is part of the Common Housing Registers, along with information that houses are allocated using a points system, there is no information regarding how points are allocated or what waiting lists applicants may be included in.	CVHA develops an easy to use guide that explains the process from completing an application form to offer of tenancy, tenancy sign up and moving in. It would be helpful if this was simple and used infographics to explain each stage as well as how to get support to complete forms if required.  CVHA updates this section on the website	We have now developed a pre tenancy video, which when complete, we will link to You tube and CVG Website We will provide applicants with this info when sending out an application form. This details the process when applying for a house, what you should be thinking about prior to receiving an offer

		<p>is updated to include an explanation of how points are awarded, waiting list groups (i.e. General Waiting List, Transfer List, Urgent List, Aspirational Transfer List) and how houses are subsequently allocated.</p> <p>A section is included on web site and other literature to provide clear advice, assistance and direction to people who are homeless or threatened with homelessness.</p>	<p>and what help is available. The video includes voiceovers, animations and texts.</p> <p>We will put a link on the website to our Allocation Policy which details how points are awarded, different waiting lists, and how we allocate our properties.</p> <p>This information is also included in the pre tenancy video which we will upload on to our website when available in December 2017</p>
	<p>When calling the office, staff were generally friendly, courteous and helpful, with explanations of the process being explained and application forms being posted out and received within a few days. However Panel members also found:</p>		
	<ul style="list-style-type: none"> <li>• The telephone rang between 2 and 10 rings before call was answered</li> <li>• The 01698 268855 number rang out and the answer machine responded that no one was available.</li> </ul>	<p>Although we understand that sometimes lines are busier than others, we consider that CVHA should endeavour to meet the standards of the Customer Service Charter of responding to telephone calls within 5 rings.</p>	<p>This has been reiterated to all staff and will be monitored by Corporate Services manager.</p> <p>We have also added 2 functions on our switchboard number, press 1 to make a</p>

			<p>payment, where our tenants will automatically be diverted to Impact, a new company set up to take all rent and factoring payments. And press 2 to be put directly through to repairs.</p> <p>This should help alleviate the number of calls the Corporate Team have to answer, subsequently reducing response times.</p>
	<ul style="list-style-type: none"> <li>Not all staff provided their name when answering the telephone</li> </ul>	<p>CVHA advises all staff of the telephone answering procedure of “Good Morning / Afternoon, CVHA xx speaking, how may I help you?” to be used at all times.</p>	<p>This has been reiterated to all staff and a link issued to the corporate response for answering all calls</p>
	<ul style="list-style-type: none"> <li>When asked how long it would be from submission of application form to offer of housing being made, different responses were received such as: <ul style="list-style-type: none"> <li>it depends on applicant circumstances , the number of points awarded and availability of housing</li> <li>It depends on whether applicant was in social housing or private landlord and</li> </ul> </li> </ul>	<p>CVHA provides information and awareness to staff on how to respond to such enquiries in the same way and in a more professional manner with regard to the last bullet. (Perhaps a “script” could be developed.)</p> <p><b>NOTE</b> it is also our understanding that housing is allocated based on need and that it should not matter whether applicant is a social rented sector or private rented sector tenant.</p> <p>The Panel recommends</p>	<p>Training has been carried out to all Allocation Team members including how to respond to Customer Enquiries.</p> <p>This has been reiterated to all staff, although it may have been asked to determine if a transfer is appropriate.</p>

	<ul style="list-style-type: none"> <li>○ one officer responded “how long is a piece of string”</li> </ul>	<p>that CVHA includes a section on the web site that provides clear information on how the allocation process operates and how to find out more such as;</p> <ul style="list-style-type: none"> <li>● how assessments are carried out</li> <li>● how points are awarded</li> <li>● waiting group details</li> <li>● percentage of allocations to each group</li> <li>● housing options available across all sectors</li> </ul>	<p>We will put an article on the website with a link to our Allocation Policy which clearly details all the points within your recommendations.</p>
	<ul style="list-style-type: none"> <li>● When calls transferred to another member of staff Panel reps were not always advised of to whom they were being transferred to and staff were not always aware of to whom they were speaking or the nature of the enquiry.</li> </ul>	<p>CVHA advises staff of protocol when transferring calls i.e.</p> <ul style="list-style-type: none"> <li>● Advise person of to whom their call is being transferred</li> <li>● Advise colleague of who is waiting to speak to them, along with the nature of the enquiry</li> </ul>	<p>This has been reiterated to all staff members to ensure that names of staff that customers are being transferred to are given at all times in accordance with protocol.</p>
	<p>The website does provide information about other housing options that may be available if applicants had difficulty in accessing social housing. However this does not go into much detail.</p>	<p>CVHA develops a basic guide to housing options that explains the different types of housing options, how housing need is defined and who may be considered more suitable to other types of housing and who carries out these types of assessments i.e. the Councils, CVHA, others.</p>	<p>This is in the process of being developed by our Allocation Team, and should be available early New Year. Will provide a link on our website when available.</p>
	<p>When asking for information on how to apply via email,</p>	<p>Where responses were received within a few hours, mystery</p>	

	<p>responses were received between a few hours, to a couple of days and not at all.</p>	<p>shoppers were pleased to note that this was a quicker and more efficient response than expected.</p> <p>However, where no response was received, mystery shoppers were surprised that this was the case.</p> <p>The Panel therefore recommends that CVHA ensures that all emails coming into the organisation are checked daily and responded to within 24 hours.</p>	<p>Noted</p> <p>This has been reiterated to all staff.</p> <p>A full response may not be possible within 24 hours. In this instance, an acknowledgement will be sent indicating timescales for a full reply. This has been reiterated to all staff.</p>
	<p>The web site has a section on Mutual Exchanges.</p>	<p>CVHA considers how to promote this further with tenants and eligible others to allow effective use of process and encourage best use of resources available.</p> <p>CVHA provides copies of mutual exchange information and opportunities in all offices or locations where housing related information is available i.e. Council offices and One Stop Shops.</p>	<p>There is already information on our website on mutual exchanges, a mutual exchange book in reception where applicants have left details of their property and any properties they wish to exchange to and we also promote House Exchange on our website.</p>
<b>The Application Forms:</b>			
	<b>Findings</b>	<b>Recommendations</b>	
	<p>The application forms are relatively easy to complete for persons with English as a first language and competent literacy skills. Based on all panel members completing the</p>	<p>CVHA ensures that where required information is provided in other languages and formats and clarifies in the “how to apply for a house” section of the website and other</p>	<p>This information is included in our pre tenancy video, which will also be available on our website for applicants to view.</p>

	forms the process took between 15 and 40 minutes.	information to tenants that assistance can be provided to complete forms and contact details of offices that can help with this such as CVHA, North & South Lanarkshire Councils.	
	<b>The North Lanarkshire Form</b>		
	<ul style="list-style-type: none"> <li>Logos and names of all CHR partners are included in the internal content of the form, but not on the front cover.</li> </ul>	CVHA requests that logos and names of key CHR partners are included on the front cover of the application form in order that applicants are aware of this from the outset.	Will put this on the Agenda for the next CHR Management Meetings with North Lanarkshire.
	<ul style="list-style-type: none"> <li>The NL form has more reading at each section as a means of explanation or guidance. The Panel members consider this is positive as it assists with completing the form and found that the NL form was “easier” to complete than the SL form.</li> </ul>	CVHA advises NLC of Panel findings and ensures this continues if and when application forms are updated.	Will put this on the Agenda for next CHR Managers Meeting
	<ul style="list-style-type: none"> <li>The NL form provides sections for joint applicants to complete. The Panel considers this is positive.</li> </ul>	CVHA advises NLC of the Panel findings and ensures this continues if and when application forms are reviewed and updated.	As above
	<ul style="list-style-type: none"> <li>The NL form includes a confidential survey on page 27 for both lead and joint applicants, which the Panel considers is positive.</li> </ul>	As above	As above
	<ul style="list-style-type: none"> <li>The NL confidential survey / monitoring form is clearly</li> </ul>	As above	As above

	marked as such. The Panel considers this is positive.		
	<ul style="list-style-type: none"> <li>In sections 3 and 6 in the NL form questions are asked regarding domestic abuse, harassment, antisocial behaviour, sex offenders etc.</li> <li>The Panel considers the layout of this section should be improved. We do not like how all issues are together in one place as the issues are very different. There also needs to be clarity in terms of seeking information from applicants as victims of abuse, harassment, antisocial behaviour etc. as opposed to perpetrators.</li> </ul>	CVHA works with NLC to clarify why these questions are asked within the form and recommends that the form is revised to separate out the sections to be more sensitive to applicants in terms of clarification of responses as per victims and perpetrators.	As above
	<ul style="list-style-type: none"> <li>The form asks for detail of ethnicity of applicants, which is positive, however this should be asked of both lead and joint applicant along with details of others who will be included in the household make up.</li> </ul>	CVHA advises NLC of the Panel findings and recommends that this section is amended to allow ethnicity of all household members to be included as this may vary.	What is the reason for asking members of the household for ethnicity, no reporting mechanism for this and no requirement for ARC purposes. Would also contravene data protection as no relevance to know and retain this information.
	<b>The South Lanarkshire Form</b>		
	<ul style="list-style-type: none"> <li>Includes logos and names of CHR partners on front cover</li> </ul>	CVHA ensures this continues in any review of application forms.	Noted

	<ul style="list-style-type: none"> <li>The SL form is a bit more difficult to complete and although less reading required at each stage took longer to complete than the NL form.</li> </ul>	CVHA advises SLC of our views and works with them to review the form when possible (perhaps as part of potential consultation regarding proposed changes as per Housing (Scotland) Act 2014)	Discussed at our recent SLC Managers Meeting. A meeting has been arranged in January to discuss changes to Allocation Policy and changes to application form.
	<ul style="list-style-type: none"> <li>The SL form does not include sections for joint applicants to complete.</li> </ul>	As above	This is included in the SLC application form
	<ul style="list-style-type: none"> <li>In terms of age of applicants and using demographic age breakdown criteria, the SL Form does not have an option for people over 60 years of age, living with people who are under 60 years of age.</li> </ul>	As above	Is this to determine whether applicant should be included for sheltered housing, otherwise it has no relevance
	<ul style="list-style-type: none"> <li>The SL form does not ask for the ethnicity of lead and joint applicant or others in household, however the Panel notes that this may differ, as well as the ethnicity of other family members included in the application.</li> </ul>	As above	This is included at end of application form.  No reporting mechanism for this and no requirement for ARC purposes, also no relevance to entitlement to housing
	<ul style="list-style-type: none"> <li>The SL form is inconsistent when asking for details of lead and joint applicants</li> </ul>	As above	
	<ul style="list-style-type: none"> <li>The monitoring form is included in body of application and the Panel consider that it should be made clear that this is separate information</li> </ul>	CVHA requests SLC to develop a separate monitoring form (similar to that of NLC or as in a job application) and that it is made CLEAR that this information is reviewed separately	Comments passed to SLC at Managers Meeting in November 17

	from the application form	from the housing application form and is held privately and confidentially.	
	<ul style="list-style-type: none"> <li>The form includes a section on applicant income and although we understand that landlords are required to ensure tenants have the ability to pay rent, we are concerned that this could affect applicant opportunities to be offered a property i.e. if income considered too high people may not be considered for social housing or if too low it could be considered that applicants would not be able to afford rent etc.</li> </ul> <p><b>NOTE</b> The panel does not consider that income should be relevant for applicants applying for housing as housing allocations should be based on housing need.</p> <p><b>NOTE</b> The Panel do not consider that state / works / widows pensions are welfare benefits as indicted in this section (9e)</p>	<p>Working with SLC, CVHA ensures that clarification is provided to applicants as to why this section is included and required and that information gathered will be held in a private and confidential manner and not shared with others.</p> <p>CVHA clarifies this with SLC and advises of the Panel views in this regard.</p>	<p>This information would in no way affect applicants entitlement to housing, however, it is added to enable us to provide advice and support to potential tenants, signpost to relevant agencies for advice and support and allows our Income Maximisation Officer to assess any benefits due prior to accepting a property.</p> <p>These Benefits are classed as Welfare Benefits as defined by DWP</p>
<b>Tenants Handbook</b>			
	The Panel considers it is positive that all tenants receive a tenants' handbook.	The Panel conducts a scrutiny of the handbook and all other associated information /	Noted

		communication to tenants to allow the Panel to review this information from a tenant and customer perspective.	
<b>New Tenant Information</b>			
	The Panel reviewed all information provided to new tenants as follows:	Although information is provided about waste management (bin and bulk uplifts). The Panel recommends that CVHA provides a link to the Council's web sites in relation to this with the CVHA website and where possible provides new tenants with written details of the procedures within the Tenants Handbook when next revised. (The Panel notes that this information is accessible from Council web sites in the form of a calendar and recommends that a copy of this is printed and included in new tenant information pack and is included as links on CVHA web site.	We will add in a link to the Councils website detailing the information on bin and bulk uplift collection.  The details of refuse collection may change at the discretion of the Council, may be better to highlight their website for up to date information.
	<ul style="list-style-type: none"> <li>New Tenant Information Checklist</li> </ul> <p>The Panel considers it is positive that there are 4 different rent payment schedule options</p>	<p>CVHA updates the form to include:</p> <ul style="list-style-type: none"> <li>Home and mobile telephone numbers</li> <li>Space for details of joint applicant</li> <li>Non – applicable boxes are added at sections re. housing benefit applied for, housing benefit entitlement, calculation carried out by income maximisation officer</li> </ul>	<p>A pre allocation form has been updated to include, all telephone numbers and details of joint applicants.</p> <p>There is no longer the necessity to add in information re Housing Benefit, as any new tenant will be assessed for Universal Credit.</p>
	<ul style="list-style-type: none"> <li>Welcome Letter</li> </ul>	There is a significant amount of detail	Noted. Allocation Team working on a

		<p>included in the new tenant letter, which the Panel understands is required. The Panel recommends that this information is reviewed in more detail with the Panel to make it more user friendly and add the following:</p> <ul style="list-style-type: none"> <li>• <b>Contents Insurance</b> – CVHA to investigate the potential of participation in the preferred supplier agreements that the local authorities are part of to provide access to cheaper insurance deals for tenants OR CVHA secures an easy to use preferred supplier deal on its own</li> <li>• <b>Property Condition</b> – CVHA to revise to ensure it is very clear that all necessary recharges will be vigorously pursued by CVHA</li> <li>• <b>Visits and Inspections</b> - revise last sentence to state: “In addition we LEGALLY require access to your home to carry out annual Gas Safety and Electrical Inspections.”</li> <li>• <b>Bins</b> – split this paragraph into clear bullet points for each part. In last sentence highlight <b>No rubbish in bold</b> text. Refer tenants to</li> </ul>	<p>new format of Welcome Letter. Should be available for new tenants early in the new year</p> <p>Will investigate various insurance providers to look at options for our tenants.</p> <p>Update Nov 17 – Diamond Insurance who work on behalf of some RSLs and offer a discount have been identified. Awaiting further information.</p> <p>Details of recharges are a section in our new tenancy video</p> <p>Wording now changed</p> <p>Details of bins and special uplifts are a</p>
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		<p>cleansing uplift calendars and how to organise bulk uplifts</p> <ul style="list-style-type: none"> <li>• <b>Alterations</b> – add this includes erection of aerials, satellite dishes, sheds and other buildings in gardens</li> </ul>	<p>section in our new tenancy video</p> <p>Details of alterations are a section in our new tenancy video</p>
	<ul style="list-style-type: none"> <li>• SST agreement As a legally binding document the Panel considers this document is fit for purpose.</li> </ul>	<p>CVHA works with the Panel to develop a short summary brochure that is easy to read and understand and uses graphics and pictures to demonstrate aspects of the document.</p>	<p>The tenancy video covers all aspects of the SST with text, voiceovers and animations</p>
	<ul style="list-style-type: none"> <li>• Good neighbour agreement  Panel considers it is positive that both lead and joint tenants are required to sign this form.</li> </ul>	<p>CVHA updates this to a more user friendly document with graphics and pictures and includes reference to antisocial as well as nuisance behaviour.</p>	<p>This is again being revised by the Allocation Team for completion early New Year.</p>
	<ul style="list-style-type: none"> <li>• Welfare Reform – under occupancy information</li> </ul>	<p>CVHA updates this form I to include;</p> <ul style="list-style-type: none"> <li>• At introduction – “if applicant in receipt of housing benefit”</li> <li>• From April 2013 all social tenants of working age, <b>who are eligible for housing benefit,</b> (See Note 1) .....</li> <li>• Information on how to apply for Discretionary Housing Payment (DHP)</li> </ul>	<p>This information is now out of date.</p> <p>Will insert a new paragraph detailing information on Universal Credit</p> <p>The Housing Officer would complete DHP form at sign up for the tenant.</p>
	<ul style="list-style-type: none"> <li>• Asbestos Disclaimer Panel understand the need for this disclaimer, however do not consider that tenants should be responsible for its removal where it is</li> </ul>	<p>CVHA updates this form to make it more user - friendly.</p> <p>The legal duties of CVHA and tenant responsibilities / disclaimer sections</p>	<p>As a responsible landlord We have a duty to manage asbestos within any property that we let. The asbestos disclaimer was implemented to</p>

	<p>extensive in the property and that CVHA should remove or re-plaster to make walls smooth.</p>	<p>should be separated and more clearly defined.</p>	<p>inform customers of the presence of asbestos containing material within their home, so that they are aware of this if carrying out any decoration or DIY.</p> <p>There is no legal requirement to remove asbestos from the property unless it is damaged or in a poor condition, and to plaster every artex wall within a void property prior to letting would impact on void turnaround time. To carry this out across a void would cost in the region of £3000-£4000 per property, based on an approximate figure of 50% of voids would be LSVT and we get in the region of 110 of these per year it would cost the association in the region of £440,000 per annum. As there is no provision for this in the business plan the only way to consider this would be for an increase in customers rent, which would not be popular.</p> <p>We can however update the asbestos disclaimer in order to make it more user friendly for</p>
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			customers.
	<ul style="list-style-type: none"> <li>• Pet Application Form <ul style="list-style-type: none"> <li>○ Pet disclaimer re. pets not allowed</li> </ul> </li> </ul>	CVHA updates the form to allow both lead and joint tenants to sign	Complete
	<ul style="list-style-type: none"> <li>• Legionnaires Disease Fact Sheet Panel understands this is required information</li> </ul>		Noted
	<ul style="list-style-type: none"> <li>• Housing Census Form</li> </ul>	<p>CVHA updates this form as follows:</p> <ul style="list-style-type: none"> <li>• use of the word scheme is changed to area or neighbourhood</li> <li>• post code of property is added</li> <li>• a section is added for joint tenant information and signatures</li> </ul>	<p>The Housing Census Form has been updated since the panel visit. We no longer include the word scheme and only ask for the address including postcode.</p> <p>Will now add in details for a joint tenant and signatures</p>
	<ul style="list-style-type: none"> <li>• Membership Application Form</li> </ul>	<p>CVHA provides clarification as to whether owners can be members of the Association and associated form provided to owners if this is the case.</p> <p>CVHA clarifies use of “registered disabled” as a term and updates if required.</p>	<p>CVHA wouldn't be signing up an owner, however, we can note this recommendation for our next Newsletter</p> <p>This section is now out of date. There is no longer a 'register' of disabled people so you don't need to register. The Equality Act says that - you're disabled if you have “a physical or mental impairment that has a 'substantial' and 'long-term' negative effect on your ability to do normal daily activities”.</p>

			We will remove this question from the form and add in the above clarification.
	<ul style="list-style-type: none"> <li>• Decoration Allowance Form</li> </ul>	CVHA updates the form to change B&Q to the new system	Done
	<ul style="list-style-type: none"> <li>• Sign up checklist</li> </ul>	<p>CVHA updates the form to include:</p> <ul style="list-style-type: none"> <li>• Section for joint tenant</li> <li>• A breakdown of rent payment schedules that can be ticked as agreed with tenant(s)</li> <li>• Emergency contact details are included for lead and joint tenant</li> <li>• Boxes added for joint tenant signatures</li> </ul>	Agree with all the recommendations. Passed to our Allocation Team to make the changes
<b>New Tenant Sign Up</b>			
	Panel reps participated in a work shadowing exercise of a new tenant sign up with the following indicated:		
	<ul style="list-style-type: none"> <li>• This was a very good session, where staff provided the new tenants with all the information required.</li> </ul>	CVHA commends staff in their approach to working with tenants and continues to ensure this positive attitude and performance of duties.	Passed to staff members involved
	<ul style="list-style-type: none"> <li>• Staff were very courteous, polite and friendly in their dealings with the new tenants.</li> </ul>	As above	As above
	In particular the Panel consider it is very positive that tenants are required to sign a "Good Neighbour Agreement".	CVHA updates the document as detailed above	Noted
<b>Feedback on submitted CHR Application Form</b>			
	Application form was	CVHA clarifies on web	Information passed

	<p>submitted on behalf of the Panel, with feedback as follows:</p> <ul style="list-style-type: none"> <li>• A response was received within good time</li> <li>• Applicant advised that although application received, they still needed to register with the Council if homeless(SLC)</li> <li>• Responses to single male not very favourable in terms of likelihood of being offered a property</li> <li>• Applications are not very clear regarding supporting evidence required and applicants wary of supplying information by post “in case information is lost”</li> <li>• Applicants not clear as to why a parent’s date of birth is required (SLC) when they are not part of the application</li> </ul>	<p>site that applicants who are homeless or threatened with homelessness are required to register with the Local Authority as well as completing and submitting an application form</p> <p>CVHA continues to work with the Local Authorities and others to increase the supply of affordable rented housing for all sectors of society and meet housing needs and aspirations of tenants and applicants.</p> <p>CVHA clarifies with the Local Authorities supporting documentation required, how to submit this and provides assurances that documents are safe, private and confidential</p>	<p>to our IT Department to upload on to website</p> <p>CVHA recognises the need to increase 1 bedroom properties. We therefore built 37, 1 bed, new homes in 17/18 to address this need.</p> <p>Passed to SLC for clarification</p> <p>Agree, this has no relevance. Passed to SLC to remove as part of their review in New Year</p>
<b>Potential Changes to Housing Allocations as per Housing (Scotland) Act 2014</b>			
	<p>The Panel understands that there may be changes to housing allocation, policies, practices and procedures as a result of the introduction of this legislation and associated guidance.</p>	<p>CVHA ensures that Panel views from this report are circulated to and discussed with the associated local authorities and CHR partners.</p>	<p>The relevant recommendations have been circulated to the Local Authorities and initial discussions have taken place with South Lanarkshire with North to follow</p>
		<p>CVHA ensures that Clyde Valley tenants and applicants are involved in any consultation and participation</p>	<p>Any proposed changes from a review or legislation will be brought to the Customer Panel for consultation</p>

		opportunities regarding proposed changes.	
		CVHA ensures that Panel views on the potential changes are sought and included in feedback to and discussions with the local authorities and CHR partners.	Noted

#### 4. Vote of Thanks

The Panel would like to thank all members who participated in this Scrutiny Project.

<b>Maureen Buick</b>
<b>Tom Campbell</b>
<b>Alexander Greenhorn</b>
<b>Sharon Kerrigan</b>
<b>Helen Layden</b>
<b>Margaret Parton</b>
<b>Jim McLean</b>
<b>Sheena McVicar</b>
<b>Les Peck</b>
<b>Charles Reid</b>
<b>Valerie Shield</b>
<b>Ronald Watson</b>
<b>Cynthia Watson</b>

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