



APPLICATION ADVICE LEAFLET

INFORMATION FOR HOUSING APPLICANTS

THE ASSOCIATION

Trafalgar Housing Association currently owns 300 properties within the Dalmuir and Central Kilbowie areas of Clydebank. We provide properties for single people, couples and families and have a small number of properties designed or adapted for people with mobility problems or requiring wheelchair access.

Our aim is to provide for those in housing need at rents which are affordable to those in low paid employment. We operate an open-access housing list, which provides an opportunity for anyone aged 16 and over to apply and have their needs assessed.

HOW DO I APPLY?

To request an application form, or arrange an interview with a housing officer if required, please contact the association's office:

430(a) Dumbarton Road, Dalmuir, Clydebank G81 4DX
Telephone: 0141 952 4676

Alternatively, you may request an application form by emailing hm@trafalgarha.co.uk

COMPLETING THE APPLICATION FORM

It is essential that **all** sections of the application form are completed fully as your application cannot be processed unless all the required information is given.

If you are unsure about how to complete the form, please contact the association for assistance.

HOW WILL MY APPLICATION BE ASSESSED?

The association uses a points system to determine who should get priority for rehousing. Once we have the full details about your circumstances we will be able to see whether you qualify for any points. These may be awarded if you are experiencing any of the following problems:

- overcrowding
- sharing facilities with others who you do not wish to be housed with you (e.g. w/c, bathroom, kitchen, etc)
- needing to move for medical reasons
- living in poor quality accommodation
- other circumstances which would be helped if you were to move house

This is not an exhaustive list and a full explanation of the points system is included in the association's Allocation Policy, which is available on request.

Your chances of rehousing will depend on how many points you qualify for. If you already have another house (either as a tenant with another landlord or an owner) which meets your needs, you are unlikely to be offered a house by the association.

We normally reply to applicants within 4 weeks of their form and all relevant information being submitted, but at busy times delays may occur. If you have applied but not had a response, please contact us to discuss your application.

THE HOUSING LIST

Applications for rehousing are categorised, depending on circumstances, as follows:

- Housing list applicants
- People nominated by West Dunbartonshire Council
- Association tenants with a need to move house

Referrals will also be accepted from a range of agencies for applicants requiring wheelchair or other specially adapted housing.

THE QUOTA SYSTEM

The association decides what proportion of lets will be allocated to each category. In making this decision the levels of need and demand of each category are taken into account along with the association's broader objectives. Although this might seem quite complicated having different categories and the quota system means we can ensure that a certain proportion of lets go to each category and therefore achieve a balance that is fair to all.

WILL I BE OFFERED A PROPERTY?

The short answer is that acceptance onto the list is no guarantee that you can be offered accommodation. The biggest single factor is the number of points you have compared to other people on the list. Another factor is how flexible you are about where you will accept an offer. If you are willing to accept any area, property type or floor height the quicker we are likely to be able to help you.

Finally, the number of properties we are able to let each year is very limited. We estimate that over the next 12 months only around 20 properties at the most will be let to housing list applicants. We would encourage all applicants to maximise their chances of being rehoused by applying to other local landlords who are:

West Dunbartonshire Council	Tel: 01389 737000
Clydebank Housing Association	Tel: 0141 941 1044
Dalmuir Park Housing Association	Tel: 0141 952 2447
Faifley Housing Association	Tel: 01389 877924

Link Housing Association
Knowes Housing Association
Cube Housing Association

Tel: 0345 1400 100
Tel: 01389 877752
Tel: 08452 507 966

CHANGE OF CIRCUMSTANCES

If your circumstances change you should contact the association promptly to amend your application or submit a new application if required.

HOW DO I COMPLAIN IF I AM DISSATISFIED?

If you are dissatisfied with the assessment of your application you may contact the association to discuss your application. If after an interview you are still unhappy you should put your complaint in writing and ask for an appointment to see the Director. If you are still unhappy after this you should write to the Secretary of the association at 430(a) Dumbarton Road, Dalmuir and you will be given a written reply.

Scottish Charity
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