

# Homes<sup>4</sup>D&G

Helping you find a home

## Welcome to the Homes4D&G newsletter

NEWSLETTER  
WINTER 2017/18

The Common Housing Register (CHR) has been running now for just over three years. We wanted to update you on what's been happening in the partnership and let you know about some of the outcomes achieved by the CHR in Dumfries & Galloway.

### Loreburn Housing Association



As you know, there were four Social Housing Landlords within the partnership when it was first set up - DGHP, Loreburn Housing Association, Irvine Housing Association and Home Group. Loreburn have made the decision to leave the Homes4D&G partnership and, with effect from 9th October 2017, are operating a Choice Based Lettings system to allocate their properties. This means that applicants are no longer able to access Loreburn's accommodation through the CHR.

Homes4D&G have kept our applicants up to date during this process, which included providing details on how to register for rehousing with Loreburn. Homes4D&G wish Loreburn all the best in their new venture!

To apply for housing with Loreburn you must;

- Go online to [www.loreburnlettings.org.uk](http://www.loreburnlettings.org.uk) and complete an online registration form.
- If you don't have internet access or require support to register online contact their Customer Engagement Team on 01387 321300 or by emailing [customerservice@loreburn.org.uk](mailto:customerservice@loreburn.org.uk)

### Cunninghame Housing Association



CUNNINGHAME  
HOUSING ASSOCIATION

Homes4D&G have recently welcomed a new Housing Association to the partnership - Cunninghame Housing Association (CHA). CHA currently don't have any properties in Dumfries & Galloway however have a new house building programme starting early 2018. This programme will begin in Annan and Gretna, and once their new build homes are ready to let, these will be available for allocation via the Common Housing Register. Cunninghame's Mission Statement is "More Than Just a Landlord - Making Our Communities Better Places".

Formed in 1984 and now owning and managing more than 2,800 properties across 13 towns in North and East Ayrshire, Cunninghame Housing Association has a successful track record in providing good quality affordable homes and creating places where people choose to live. The Association has development plans to build new rented accommodation in Dumfries, Gretna, Sanquhar, Lockerbie and Annan; with a Dumfries Galloway Council, Strategic Housing Investment Plan (SHIP) programme of over 500 units throughout our area over the next four years.

Accommodation will comprise of a variety of different size houses, cottage flats and bungalows; with the provision of adapted properties for those with specific needs. The association is continuing to seek new ways of working and to forge relationships to

provide more homes and quality services to customers.

Homes4D&G will continue to provide our applicants with up to date information regarding these new developments and expected completion dates. Applicants will be contacted in due course and given the opportunity of adding Cunninghame HA to their rehousing options.

### Update to the Homes4D&G Website

We have recently made some changes to our website to make it more user friendly.

Please go onto [www.homes4dg.org.uk](http://www.homes4dg.org.uk) and have a look around the website, it contains some really useful information. Applicants are able to set up an online account which will enable you to view your application and up to date points and list positions.

This is a really efficient way for applicants to keep up to date with the progress of their application.

## HOW do I contact Homes4D&G?

There are several ways you can contact Homes4D&G



BY PHONE

0300 123 1230

Homes4D&G can be contacted via our Customer Service Centre between the hours of 8am and 7pm, Monday to Friday.



[www.homes4dg.org.uk](http://www.homes4dg.org.uk) ONLINE



BY EMAIL

[enquiries@homes4dg.org.uk](mailto:enquiries@homes4dg.org.uk)

Send us an email at any time. Please note, our advisors are only available to reply during office hours.



BY POST

Our postal address to send mail to is:

**Homes4D&G, Freepost  
RTHU-YASL-XCJC, DG12 6AJ**



IN PERSON

You can come into any open office of the partner landlords and talk to advisors about Homes4D&G but the easiest and quickest method is still to call us on 0300 123 1230.

## HOMES4D&G POINTS SYSTEM

On Monday 4th September 2017 we implemented some changes to the Homes4D&G points system. We wrote to all our applicants to tell them about the changes we were making. The changes were implemented following a review of our Common Allocation Policy, carried out by Arneil Johnston, Housing Consultants. The changes made only affected some of the points categories and a small number of applicants; however these changes may also have had

an affect on the list positions of other applicants. To check if your application has been affected please go online to our website and check your online account, or alternatively contact Homes4D&G on 0300 123 1230.

The table below details our new points system; any changes from our previous points system have been highlighted.

<b>OVERCROWDING</b>	You will receive points if you have less bedrooms in your current home than we assess your household to need. Points will be awarded for every bedroom you are short if you are moving to larger accommodation	One Bedroom - <b>40pts</b>	<b>No change</b>
		Two Bedrooms - <b>80pts</b>	
		Three Bedrooms or more - <b>120pts</b>	
<b>UNDER-OCCUPATION</b>	If your home is too large for your needs and you are moving to smaller accommodation, points will be awarded to applicants under-occupying their property	One Bedroom - <b>5pts</b>	<b>Previously only awarded to transfer applicants but can now be awarded to waiting list applicants. No change to number of points.</b>
		Two Bedrooms - <b>10pts</b>	
		Three Bedrooms or more - <b>15pts</b>	
<b>BELOW TOLERABLE STANDARD (BTS)</b>	If your current house has been declared as significantly Below Tolerable Standard (BTS)	<b>60pts</b>	<b>No change</b>
<b>INSECURE TENURE</b>	If you live in private rented accommodation and have a Short Assured Tenancy	<b>5pts</b>	<b>No change</b>
	If you are under threat of losing your home through no fault of your own	<b>50pts</b>	<b>No change</b>
	If you live in tied accommodation and you have been told you need to leave within 6 months	<b>70pts</b>	<b>Points increased from 50-70</b>
	If you are of no fixed abode (NFA)	<b>20pts</b>	<b>Points increased from 0 to 20</b>
	If you are living in a caravan	<b>20pts</b>	<b>Points increased from 0 to 20</b>
<b>PRIORITY POINTS</b> those applications that would have previously been granted priority will now be awarded points in its place	Points will only be awarded to Waiting List or Transfer List applicants, who qualify for priority points under the following categories.		
	Looked After and accommodated Children	<b>75pts</b>	
	People at risk of/experiencing domestic abuse	<b>75pts</b>	
	People at risk of/experiencing serious harassment	<b>75pts</b>	
	Armed Forces personnel leaving active service	<b>75pts</b>	
	People who require to leave their home as a result of regeneration activity	<b>75pts</b>	
	Witness protection cases	<b>75pts</b>	
People who have been confirmed as bed blocking	<b>75pts</b>		
<b>MEDICAL NEEDS</b>	Points will be awarded following completion of a 'medical housing assessment'. Points will be awarded based on this assessment of your needs	Level 1 Low – <b>25 points</b>	<b>No change</b>
		Level 2 Medium – <b>50 points</b>	
		Level 3 High – <b>75 points</b>	
<b>SHARING FACILITIES</b>	Points will be awarded if you have to share facilities with people who are not going to be re-housed with you, i.e. if you share a bathroom, kitchen or living-room	Sharing with family - <b>15 points</b>	<b>No change</b>
		Sharing with non-family - <b>30 points</b>	
<b>PROVIDING OR RECEIVING HELP TO LIVE INDEPENDENTLY</b>	Points will be awarded if you need to move to provide help to someone to allow them to live independently. Points may also be awarded if you need to move so that you can receive help from someone to allow you to live independently	<b>10 points</b>	<b>No change</b>
<b>LIVING IN FLATS</b>	If you have children, aged under 12, who are living in a flat, with a communal entrance and shared garden	<b>20 points</b>	<b>No change</b>
<b>Points will NOT be awarded in the following circumstances -</b>			
<b>REGISTRATION</b>	Registration points will not be awarded with Homes4D&G	<b>0 points</b>	
<b>INCOMING WORKERS</b>	Points will not be awarded to an applicant moving to the area as a result of being offered employment	<b>0 points</b>	
<b>KEY WORKERS</b>	Points will not be awarded to an applicant moving to the area as a result of being offered employment where the job is deemed to be a 'key worker'	<b>0 points</b>	
<b>TRAVEL TO WORK OR AMENITIES</b>	Points will not be awarded to an applicant looking to move due to their distance from work or amenities	<b>0 points</b>	
<b>ENVIRONMENTAL ISSUES</b>	Points will not be awarded for environmental issues such as being unable to maintain your garden	<b>0 points</b>	

A copy of our updated Homes4D&G points system table is available on our website.



## OUR PERFORMANCE SO FAR THIS YEAR

**Quarter 1** - 797 new housing applications were registered

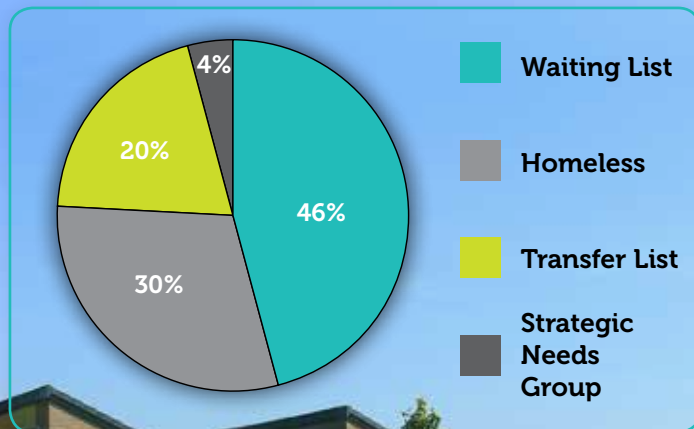
**Quarter 2** - 830 new housing applications were registered

The table below shows a breakdown of the applications registered by housing category.

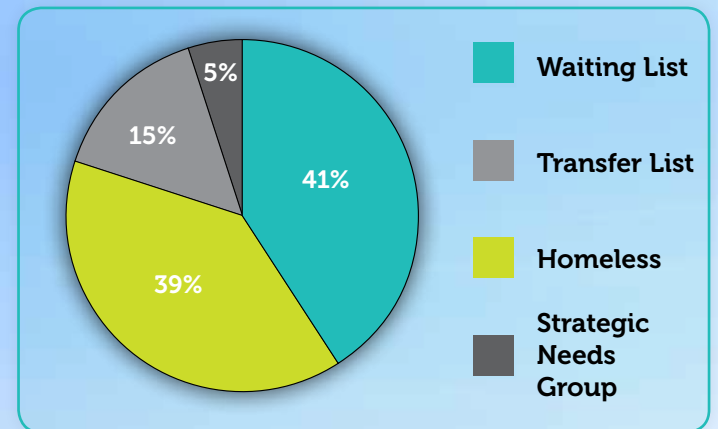
Housing Category	Q1	Q2	Q3	Q4
	%	%	%	%
Waiting List	57	60		
Transfer	24	23		
SNG	2	2		
Homeless	17	15		
<b>Total %</b>	100	100		

## NEW TENANCIES

**341 new tenancies** were allocated by our partner landlords to applicants during quarter 1. The chart shows a breakdown of these relets by housing category.



**298 new tenancies** were allocated by our partner landlords to applicants during quarter 2. The chart shows a breakdown of these relets by housing category.





## What Homes4D&G achieved during 2016/17

1285 new tenancies were allocated by our partners during 2016/17.

The following table shows a breakdown of these relets by RSL and Housing Category.

Housing Category	DGHP				Home				Irvine				Loreburn				Total by App Type
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
Homeless	71	61	57	80	3	1	2	3	1	3	5	1	11	18	13	18	348
Strategic Needs Group	8	10	7	9	1	1	0	0	1	1	1	0	3	5	4	1	52
Transfer (DGHP)	42	47	32	44	2	1	2	2	0	2	0	3	6	12	3	5	203
Transfer (Home)	4	2	1	2	0	0	1	1	1	1	0	1	0	0	0	0	14
Transfer (Irvine)	2	0	0	2	0	0	0	1	0	0	0	1	0	2	0	0	8
Transfer (Loreburn)	10	2	5	8	0	0	2	0	0	0	0	1	3	1	1	1	34
Waiting List	139	107	109	106	7	7	7	8	5	3	4	5	31	26	36	26	626
<b>Total</b>	<b>276</b>	<b>229</b>	<b>211</b>	<b>251</b>	<b>13</b>	<b>10</b>	<b>14</b>	<b>15</b>	<b>8</b>	<b>10</b>	<b>10</b>	<b>12</b>	<b>54</b>	<b>64</b>	<b>57</b>	<b>51</b>	<b>1285</b>
	78.6%	73.2%	72.3%	76.3%	3.7%	3.2%	4.8%	4.6%	2.3%	3.2%	3.4%	3.6%	15.4%	20.4%	19.5%	15.5%	

## ALTERNATIVE FORMATS

This publication is also available on tape, in Braille, large print and community languages. For more information contact Homes4D&G's Customer Service Centre on 0300 123 1230 or email: enquiries@homes4dg.org.uk

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توفر هذه النشرة على شريطه بطريقة بريل، لغات التواصل والطباعة الكبيرة. للحصول على المزيد من المعلومات، اتصل بمركز خدمة عملاء Homes4D&G على الرقم 0300 123 1230 أو بالبريد الإلكتروني: enquiries@homes4dg.org.uk

এই প্রকাশনাটি টেপে, ব্রেইলে, বড় ছাপার অক্ষরে এবং কমিউনিটির ভাষায় পাওয়া যাবে। আরো তথ্যের জন্য Homes4D&G-এর গ্রাহক সেবা কেন্দ্রে যোগাযোগ করুন 0300 123 1230 নম্বরে বা ইমেল করুন এই ঠিকানায়: enquiries@homes4dg.org.uk

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## CONTACT US



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www.homes4dg.org.uk ONLINE



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Homes4D&G, Freeport  
RTHU-YASL-XCJC, DG12 6AJ



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