

# HomeChoice@Renfrewshire - Choice Based Lettings

## Choice Based Lettings Pilot now operating in:

- **Gallowhill Court and Glencairn Court, Paisley**
- **All parts of Foxbar, Paisley**

## What is HomeChoice@Renfrewshire – choice based letting?

*HomeChoice@Renfrewshire – choice based letting* is a new way of letting Renfrewshire Council properties, currently operating in selected areas within Renfrewshire.

It aims to:

- Increase choice for housing applicants and increase demand for properties
- Encourage people looking for housing in the area to consider available Council properties in Glencairn Court, Gallowhill Court and Foxbar
- Allow applicants to take the initiative by applying for a specific vacant property which they think would meet their needs and preferences
- Cut down on bureaucracy and speed up the letting process
- Encourage people to stay in the area and increase tenancy sustainment rates

## What areas does HomeChoice@Renfrewshire – Choice Based Letting cover?

### **Glencairn Court and Gallowhill Court**

Extensive Internal and external improvement works have been carried out at both Glencairn Court and Gallowhill Court.

The flats at Glencairn Court have been adapted to amenity standard to meet the needs of older people and people with mobility needs. There are two lifts in the block and all flats are level access. Features include lower LED light switches, higher easier to reach electric sockets, easy to use taps and shower controls, and bathrooms with walk-in showers. A single storey extension is planned for the ground floor which will provide a social space for tenants in Glencairn Court. (It is anticipated that this will be completed in mid 2014.) All flats have door entry intercoms which can also be used to connect directly to concierge staff who are based on the ground floor in Glencairn Court. Telephone points are included in all flats and community alarms can be installed where needed. Additional support services can also be provided where required.

Gallowhill Court provides general needs housing with a concierge service.

### **Foxbar area**

Foxbar is an area in Paisley which is bordered by the Gleniffer Braes, Paisley Town Centre, Elderslie and Glenburn. It has just over 1,000 Council-owned properties, varying in size from bedsits to four bed roomed homes. Foxbar has a range of house types, including bungalows, maisonettes, flats and houses.

## **How does HomeChoice@Renfrewshire work ?**

Available properties in Foxbar, Glencairn Court and Gallowhill Court will be advertised on a weekly basis through *HomeChoice@Renfrewshire - choice based lettings*, which is available on the Council's website ([www.renfrewshire.gov.uk/homechoice](http://www.renfrewshire.gov.uk/homechoice)). Available properties will also be advertised at the Council's Customer Service Centres (in Paisley, Johnstone and Renfrew), at Housing Advice Services at Abercorn Street and other Council and public buildings. People who are interested in moving to a property at Gallowhill Court, Glencairn Court or in the Foxbar area and do not have access to the internet or local offices, can arrange to have the weekly advert list posted to them. Information can be made available in different formats (eg large print and other languages) to ensure full accessibility.

Adverts will include information on key aspects of the property – eg house size, position in block (where applicable), type of heating, rent, etc.

Anyone over 16 years old can register an interest one of the vacant properties. Applicants first need to register with the Council by filling out an application form if they are not already on the housing list. A quick housing options appointment can be arranged to enable applicants to register with the Council.

Applicants must register an interest in a vacant property by the closing date which is publicised in the advert. This can be done online, by telephone or in person at one of the Council's Customer Service Centres.

### **Glencairn Court and Gallowhill Court**

Applicants noting interest in Glencairn Court who require amenity housing (for example people who have difficulty climbing stairs and who need housing on one level/with lift access or people who need amenity housing due to their age) will be given priority for Glencairn Court. Gallowhill Court is suitable for people who require general needs housing. In both cases we will aim to let flats in a way which leads to successful long term tenancies, taking account of housing need and making the best possible match of applicants to vacant flats.

### **Foxbar**

Applicants noting interest in properties in the Foxbar area, will be subject to our routine assessment process.

In all instances properties will be allocated in accordance with Renfrewshire Council's overall needs-based allocation policy and applicants for advertised properties will be ranked according to priority group and in date order. The highest ranking suitable applicant will be offered the vacant property. (Further information on Renfrewshire Council's allocation policy is available at [www.renfrewshire.gov.uk](http://www.renfrewshire.gov.uk) or from one of the Council's Customer Service Centres.)

Successful applicants will normally be notified within 10 days of the advertised closing date. Unsuccessful applicants who may benefit from additional advice about housing options or may need

housing support services, will also be contacted. Unsuccessful applicants can apply again for other vacant properties at Glencairn or Gallowhill Court and the Foxbar area.

### **Monitoring and Reporting**

*HomeChoice@Renfrewshire – Choice Based Letting* is a pilot initiative. Outcomes will be monitored and reported in line with the Council's framework for allocations monitoring and a review will be carried out after around 18 months of implementation.

### **Complaints and appeals**

Complaints from applicants who are not satisfied with the way notes of interest have been dealt with and appeals against decisions made will be dealt with in the same way that all complaints and appeals about allocations are handled. More information is available at [www.renfrewshire.gov.uk](http://www.renfrewshire.gov.uk) or from the Council's Customer Service Centre.