



West of Scotland Housing Association – Lettings Strategy 2023 2024

Introduction

Founded in 1965, West of Scotland Housing Association (WSHA) strives to be more than just a landlord. We aim to go further to improve the lives of our tenants by innovatively responding to their needs as their lives change. We provide over 4,000 homes across the West of Scotland and go further to provide housing you can call home.

This leaflet details our letting strategy for 2023/24. We hope it provides you with useful information about where we manage homes and the likelihood of us being able to meet your housing needs.

Where do we have homes?

We own and manage over 4000 homes across Glasgow, Lanarkshire and Ayrshire. We have a range of different house types and sizes and have a small number of homes that are suitable for wheelchair users. We also manage a number of retirement and sheltered homes. The table below sets out the different number of homes we manage in each local authority area broken down by size:

	One bed	Two bed	Three bed	Four bed	Five bed plus
Glasgow	655	993	432	71	20
North Lanarkshire	192	208	72	1	0
Soth Lanarkshire	282	371	124	5	5
East Ayrshire	89	21	0	0	0
North Ayrshire	30	16	21	5	0
South Ayrshire	137	339	101	6	0
Total	1385	1948	750	88	25

As the above shows, nearly 80% of our homes have only one or two bedrooms. The waiting times for our larger homes are lengthy and unfortunately most applicants for homes of these sizes will never be offered a home.

You can read a more detailed breakdown of where our homes are here:

<https://westscot.co.uk/where-can-i-live/>

Homes that become available

In the last year just over 230 of our homes became vacant, around about 6% of our total stock. This figure is a slight drop on previous years' figures, as more and more tenants are choosing to stay in their current homes— a trend replicated across all local authorities where we manage homes.

In terms of bedroom size, the following homes have become available:

- One bed - 139
- Two bed – 79
- Three bed - 15
- Four bed – 3

Again, it is very rare for larger homes to become available, and in our more popular areas it is rare for homes of any size to become available.

Our waiting lists

We have significant waiting lists for all our properties across every local authority area. We currently have the following numbers waiting for a home:

- One bed – 2514 applications
- Two bed – 2258 applications
- Three bed – 1649 applications
- Four bed plus – 547 applications

Working with local authorities to tackle homelessness

Across all the areas we manage homes, we work in partnership with local authorities to offer accommodation to homeless households.

In Glasgow and Ayrshire, we do this through a referral process from the local authority. We do not determine who they will refer to us – we send them the size, type and location of any property that becomes available and they send us a suitable candidate. If you are homeless in these areas you should maintain regular contact with your caseworker.

In North and South Lanarkshire we use the Common Housing Registers operated by each local authority.

Our allocation process

When a home becomes available the local Housing Officer decides which list to go to – this could be either the Homeless list, the Transfer List, or the Waiting List. Each Officer has to achieve the following targets for their area in terms of lets:

- Homeless list – 40 to 60% (depending on local authority area)
- Transfer List – 10 – 20% (depending on local authority area)
- Waiting List – 30 – 50% (depending on local authority area)

Once the Officer has decided which list to use, they will get in touch with the person at the top of the list and make an offer of housing. They would only contact other applicants if the person above refused the property.

Please ensure that you keep the contact details held with us up to date, as if your contact details change, you could miss out on an offer of housing.

Our banding system

We operate a banding system to assess each application received, with each applicant placed on the housing list in the appropriate band according to their housing need at date of registration. Within a band, priority is based on date of application.

Our four bands are:

- 1) Urgent priority
- 2) High priority
- 3) Medium priority
- 4) Standard priority

You can read FAQs around our banding system, and the full Allocation Policy, on our website: <https://westscot.co.uk/our-homes/>

Applying for a home

After reading the above, if you still wish to apply for housing please complete our housing options form via our website at <https://westscot.co.uk/our-homes/>.

Once you have completed the form we will send you an email with a link to the housing application form. Once received, we will check your form and write to tell you what band you have been placed on, the areas selected, and the number of bedrooms required. You should only contact us if your circumstances change as our normal practice is to only contact you if you were to be offered a property.

If you disagree with the band we have placed you in please email us at customer.services@westscot.co.uk outlining why you think have got this wrong and we will review your application.