

Survey on Housing Allocations in Scotland

1. Introduction

Thank you for taking part in this survey, which is part of a broader research project looking at current practices and issues affecting social housing allocations. It is being carried out by Crisis and the UK Collaborative Centre for Housing Evidence (CaCHE) in collaboration with the Scottish Federation of Housing Associations and Glasgow and West of Scotland Forum of Housing Associations. An important part of this research is understanding the experiences, challenges and perspectives of housing associations in relation to social housing allocations and local authority nominations.

There are 12 main questions to the survey with follow ups. If you wish to access and download a Word version of the survey to share with colleagues to aid completion, please access it [here](#).

The survey focuses on general needs housing and does not ask questions about the allocation of supported housing. Please base your responses on the local authorities with which you have the majority of your properties.

Please note: Crisis will act as the Data Controller for this study which means that Crisis is responsible for looking after the information collected and using it appropriately. The data is being collected and processed for lawful purposes, for research in the public interest, under the European Union General Data Protection Regulation (GDPR). If you have specific queries or concerns about data protection, contact Crisis' Data Protection Officer on data.protection@crisis.org.uk. If they are unable to resolve your concerns you have the right to complain to the Information Commissioner's Office.

Your participation in this survey is voluntary. You may refuse to take part in the research or exit the survey at any time.

The information you provide in the survey will be kept confidential and all data will be stored electronically in a password protected folder. All results will be reported anonymously. Identifiable information will only be accessed by members of the Crisis research team. An anonymised copy of the survey answers will be shared with the UK Collaborative Centre for Housing Evidence (CaCHE).

If you have any questions about the research, survey or how your data will be handled please contact Crisis' research team at research@crisis.org.uk

Clicking on the agree button below indicates that:

- you have read and understand the above information
- you voluntarily agree to participate in this survey on the terms set out above

*

☐

Yes, I agree

☐

No, I do not agree (you will exit the survey)

2. Contact Details

Please provide us with your contact details.

Please write your answer(s) here: *

	Response
Name of Housing Association	<input type="text"/>
Your name	<input type="text"/>
Your email address	<input type="text"/>
Your job title	<input type="text"/>

How many Scottish local authorities does your housing association work in, own or manage properties in?

Is any of your housing association's stock the result of Large Scale Voluntary Transfer (LSVT)/stock transfer

☐

Yes

☐

No

☐

Don't know

3. Housing Association operations

Q1a. Thinking about the period before the Covid pandemic, did your association operate in any of the following ways with regards to its lettings process for general needs homes for new tenants?

You can select more than one answer for each row.

Was allocation determined by... *

	Via Choice-Based Letting	Via Traditional Allocations System	Not used
... a Common Housing Register and allocations policy with the Local Authority and/or other registered providers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... own housing list governed by your organisation's own allocations policy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... Section 5 referrals from Local Authority	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... Other referrals/nominations from the Local Authority	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify below)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please specify Other:

4. Housing Association operations

Q1b. Where possible please specify the approximate percentage of all lets of general needs homes made to new tenants (i.e. excluding transfers of existing tenants) via these routes in the most recent complete year prior to the Covid pandemic.

Please write in the percentage where applicable. If it is not used or you don't know, please enter 0 in the box.

Allocation determined by:

	Via Choice-Based Letting and/or Traditional Allocations System (write in approx. %)
...a Common Housing Register and allocations policy with the Local Authority and/or other registered providers	<input type="text"/>
... own housing list governed by your organisation's own allocations policy (in addition to statutory requirements)	<input type="text"/>
... Section 5 referrals from Local Authority	<input type="text"/>
... other nominations/referrals from Local Authority	<input type="text"/>
... other (please specify below)	<input type="text"/>

Other

5. CBL challenges

Q2a. Are any of your organisation’s social housing lettings made via a CBL scheme?

Yes

No

Don't know

6. CBL challenges

Q2b. Which of the following aspects of CBL schemes present benefits or challenges to your organisation?

Please choose a response for each row. *

	Beneficial	Challenge	Both	Neither	Not applicable	Don't know/not sure
ICT systems used to deliver CBL	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
Structure of the cycles for advertising vacancies	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>

	Beneficial	Challenge	Both	Neither	Not applicable	Don't know/not sure
Approaches to shortlisting and alerting landlords of households to be made offers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The use of a diverse range of CBL systems across local authority areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Structures for sharing costs of running CBL or charging for use of the system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of support for vulnerable applicants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of (pre-offer) information on applicants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Available properties not matching demand from applicants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Changes in level of demand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local authorities suspending CBL for homeless applicants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q2c. Please elaborate briefly on your answers:

7. Housing Association operations

Q3. Are there circumstances in which your organisation would let properties outside of a CBL system even though they would normally be expected to be let through the CBL system (please do not include the Covid pandemic period)? *

☐

Yes

☐

No

☐

Don't know

☐

Not applicable

If yes, then please could you describe the types of circumstances in which this happens?

8. Allocations during COVID

Q4a. Were any changes made to the allocations or lettings processes your organisation operates for new tenants in the light of the COVID-19 pandemic?

Please give any additional comments in the box below for any that applied. *

☐

No changes

☐

Yes, temporary changes (please specify)

☐

Yes, permanent changes (please specify)

☐

Don't know

Please provide any additional comments below

9. Allocations during COVID

Q4b Are there any lessons learned as a result of working under the pandemic that should be taken on board in improving allocations policy, practices or processes? *

☐

Yes

☐

No

☐

Don't know

Q4c. Please elaborate briefly on your answer, including specifying which bodies should be responsible for undertaking relevant improvements, e.g. HAs, LAs, Central Government, etc.

10. Allocation practices outside of COVID times

The following questions are about your allocations policies as they were outside of the pandemic period

Q5. Thinking now more broadly, what have been the key longer term or sustained challenges your organisation faces in operating an effective lettings process for general needs homes?

Q6. How would you characterise the following in the local authority areas within which you own or manage general needs homes? (answer in relation to where you own most homes) *

	Very strong	Strong	Neither strong nor weak	Weak	Very weak	Not applicable	Don't know
policy and practice at a local authority level (in areas where a common allocations policy is in operation)							
Degree of involvement in setting allocations policy and practice at a local authority level (in areas where there is no formally agreed common allocations policy)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Processes for resolving disputes between local authority(ies) and your association regarding nominations (as those processes operate in practice)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please elaborate briefly on your answers

Q7. What, in your view, are the most important aspects of an effective working relationship between local authorities and housing associations in the field of lettings and allocations?

12. Working with Local Authorities

Q8a. To what extent do you agree or disagree with the following statements? (answer in relation to where you have most homes) *

[illegible]

	Strongly agree	Agree	Neither agree not disagree	Disagree	Strongly disagree	Don't know	Not applicable
The nomination agreement(s) and/or Section 5 referral arrangements which we currently have strike a fair balance between the obligations and priorities of the local authority(ies) within which we operate and those of my own organisation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The local authority(ies) within which we operate routinely provide information on nominees and Section 5 referrals which does not provide an accurate picture of the needs/profile of the prospective tenant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q8b. Please elaborate briefly on your answers:

13. Pre-tenancy checks

Q9a. How often, if at all, do the pre-tenancy checks carried out by your organisation reveal (new) information about an applicant that leads to a determination that they are unsuitable for an offer on grounds of... *

	Never	Rarely	Often	Not applicable as don't use/take into account	Don't know
Affordability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Financial capability/ Need for Alternative Payment Arrangements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of access to support to meet needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An inability to pay rent in advance/ at tenancy commencement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Need for adaptations that aren't available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adapted property but household doesn't identify medical need on application	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Breach of bedroom standards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Area unsuitable because of domestic abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Household doesn't fit profile for Local Lettings Policy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exceeding maximum income	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Never	Rarely	Often	Not applicable as don't use/take into account	Don't know
threshold					
Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please specify for Other

Q9b. Please elaborate briefly on your answers. In particular, please comment, if possible, on what typically happens to the applicants who have a tenancy offer withdrawn on these grounds?

14. Housing Allocation practices

Q10a. Have any of the following policy, resourcing or other factors impacted on your allocations and letting process in recent years? *

	Yes	No	Don't know	Not applicable
Welfare reform changes since 2010	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The expansion of Housing First	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Changes to drug and alcohol services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Changes to mental health services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Affordable Homes Supply Programme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emergency measures to accommodate people during the pandemic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cuts and removal of ringfence to housing support funding since 2009 (e.g. Supporting People)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local authority Rapid Rehousing Transition plans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Yes	No	Don't know	Not applicable
Voluntary efforts to reduce/end evictions into homelessness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local authority staff resources/capacity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing association staff resources/capacity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Scottish Government attitudes to the social housing sector	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Political and public framing of social housing tenants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Changing nature of partnerships with local authorities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local councillors' attitude to the social housing sector	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Scottish Housing Regulator financial stability obligations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Resettlement programmes for asylum seekers and refugees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify below)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please specify for Other

Q10b. Please elaborate briefly on your answers

Q10c. In relation to making offers of accommodation, how much weight is attached to housing need compared to other relevant considerations?

15. Accommodation for homeless households

Q11a. What percentage of your organisation's lets of general needs homes to new tenants (i.e. excluding transfers of existing tenants) are made to homeless households?

Q11b. How does this percentage of new social lets made to homeless households compare with local authority expectations in this regard? Please comment below.

Q11c. What, if any, challenges does your organisation face in accommodating homeless households? Please comment below.

16. Additional comments

Please provide any additional comments to your answers or anything else you would like to add below

17. Taking part further in our research

Q12. Would you be willing to take part in follow up research as part of this study?

☐

Yes

☐

No

If yes, please provide the best contact details for yourself:

18. Thank you

Many thanks for taking the time to complete this survey. We really appreciate it and the insight your answers will provide for our research.

Please click 'Finish survey' below.

The findings of the research will be published later this year but in the meantime, if you do have any questions then please do get in contact with us: research@crisis.org.uk