

Getting moved or rehoused into social housing

Since first elected as the Member of Parliament for Glasgow East in 2017, I have given help and advice to thousands of my constituents on a wide range of issues and problems. The most frequent type of enquiry I receive continues to be from people wishing to move or be rehomed into social housing.

This factsheet contains some of the information and advice that I regularly dispense when I take on a new housing case. I have produced this factsheet to be a useful resource for you and I hope that you find it helpful.

David Linden MP
Member of Parliament for Glasgow East

Visit my website: davidlinden.scot



Social housing in Glasgow

- 🏠 Around 110,000 Glasgow homes are provided by Registered Social Landlords in Glasgow.
- 🏠 The vast majority are housing association properties which are socially rented.
- 🏠 In some local authority areas in Scotland, councils have housing stock and act as social landlords. This is not the case in Glasgow. Around 20 years ago, all council homes were transferred to Glasgow Housing Association (now known as Wheatley Homes Glasgow).
- 🏠 Demand for socially rented homes is high because they are normally cheaper than private rental and offer greater long-term security to tenants.

Social landlords in Glasgow East

- 🏠 Wheatley Homes Glasgow is the largest single provider of social housing.
- 🏠 There are a large number of other housing associations operating across the East End, each with their own stock of housing in different areas.
- 🏠 You can apply to multiple housing associations. Each will have a different application process and allocation policy.
- 🏠 If you need assistance with applying or with bidding for homes, the housing association should be able to help. If you are an existing tenant, your housing officer should be your first point of contact.

Can my MP get me a house?

In short, no. Housing associations must follow their allocation policies. This means they should not be influenced or coerced into making an offer of housing unfairly. As your MP, I can however provide you with advice and support. I might also be able to write to any associations you hold a live application with in order to ensure that your situation has been fully taken into account. Depending on your circumstances, I may also be able to advocate on your behalf to Glasgow City Council's homelessness services to ensure it is meeting its legal obligations to you. So although I can't directly get you a new home, my actions might be able to help get you rehomed more quickly.

Why wait?

Because demand is high, social housing waiting lists tend to be long. Every applicant has differing requirements and so some will be rehomed quicker than others. Some housing stock, family homes for example, are in high demand and have very low turnover rates. Because of this, housing waiting lists often have large numbers of applicants who are overcrowded in their current homes and in need of a bigger property.

What factors influence housing allocation?

There can be many different factors which can affect your chances. Some examples are:

- 🏠 How many other people are waiting.
- 🏠 How many housing associations you have applied to.
- 🏠 The number of homes in the areas that you wish to be housed in.
- 🏠 Your requirements.
- 🏠 The frequency at which properties become available.
- 🏠 Your priority level, based on your circumstances in line with the association's allocation policies.

How can I increase my chances of being housed?

- 🏠 Apply to as many housing associations as possible. Inside this factsheet is a list of contact details for all registered social landlords with properties in Glasgow.
- 🏠 Cast your net wide. Open your application to include more areas you would move to.
- 🏠 If you have applied to a housing association which requires you to bid for properties, ensure that you are doing this regularly.
- 🏠 Supply supporting documentary evidence. For example, if you feel you should be given medical priority you could provide a letter from your GP and/or consultant.
- 🏠 Update applications if circumstances change.

What if I'm homeless?

You may be legally recognised as homeless if you meet certain criteria such as having no accommodation, or your accommodation being temporary in nature. Glasgow City Council has a legal duty to help people who are homeless or who are threatened with homelessness. In order to be assessed, you need to make an application for Homelessness Support through the Health and Social Care team. They will provide advice and information and can arrange for temporary accommodation to be provided while your application is assessed, after which they may then make what is known as a Section 5 referral to a registered social landlord, asking them to make an offer of permanent housing. There is then an expectation on that social landlord to provide accommodation within a reasonable period of time. Although the Section 5 referral is made to one social landlord only, you can still apply to other housing associations to join their housing waiting lists and increase your chances of being housed quicker.

What if I have a complaint about a housing association?

Each housing association will have its own complaints procedure. Many will have a tiered system whereby a Stage 1 complaint can be escalated to Stage 2 if you are dissatisfied with the outcome and wish for it to be reviewed. If you struggle with the process, you might wish to seek assistance from an independent advocate who can help you to do this. If you remain unhappy after you have exhausted the association's complaints process, you will be able to take your complaint to the Scottish Public Services Ombudsman to have it independently considered.

Useful contacts

Scottish Independent Advocacy Alliance
0131 510 9410 www.siaa.org.uk

Scottish Public Services Ombudsman
0800 377 7330 www.spsso.org.uk

Shelter Scotland - 0808 800 4444
scotland.shelter.org.uk/housing_advice

Shelter is a housing and homelessness charity which can give advice and support.

Govan Law Centre - 0800 043 0306

I can't give legal advice and I'm not a replacement for a solicitor. If you think you need legal help with housing, Govan Law Centre may be able to help.

Glasgow City Council Homelessness Support

During office hours - 0141 287 0555

Outside of office hours - 0800 838 502

Registered Social Landlords operating in Glasgow

NE	NW	S	Registered Social Landlord	Telephone	Website
		🏠	Ardenglen Housing Association	0141 634 8016	ardenglen.co.uk
🏠	🏠	🏠	Bield Housing & Care	0131 273 4000	bield.co.uk
🏠	🏠	🏠	Blackwood Homes and Care	0131 317 7227	blackwoodgroup.org.uk
🏠			Blairtummock Housing Association	0141 773 0202	blairtummock.org.uk
🏠			Blochairn Housing Association	0141 553 1601	blochairn.org
	🏠		Cadder Housing Association	0141 945 3282	cadderha.co.uk
	🏠	🏠	Cairn Housing Association	0800 990 3405	cairnha.com
🏠			Calvay Housing Association	0141 771 7722	calvay.org.uk
		🏠	Cassiltoun Housing Association	0141 634 2673	cassiltoun.org.uk
		🏠	Cathcart & District Housing Association	0141 633 2779	cathcartha.co.uk
	🏠		Cernach Housing Association	0141 944 3860	cernachha.co.uk
		🏠	Craigdale Housing Association	0141 634 6473	craigdaleha.co.uk
	🏠		Drumchapel Housing Co-operative	0141 944 4902	drumchapelhc.org.uk
🏠			Easthall Park Housing Cooperative	0141 781 2277	easthallpark.org.uk
		🏠	Elderpark Housing Association	0141 440 2244	elderpark.org
🏠			Gardeen Housing Association	0141 771 9590	gardeen.org.uk
	🏠		Glasgow West Housing Association	0141 331 6650	gwha.org.uk/housing
		🏠	Glen Oaks Housing Association	0141 638 0999	glenoaks.org.uk
		🏠	Govan Housing Association	0141 440 0308	govanha.org.uk
		🏠	Govanhill Housing Association	0141 636 3636	govanhillha.org
	🏠	🏠	Hanover (Scotland) Housing Association	0131 557 0598	hanover.scot
	🏠		Hawthorn Housing Co-operative	0141 336 2138	hawthornhousing.org.uk
🏠		🏠	Home in Scotland (Home Group)	0345 141 4663	homegroup.org.uk
🏠	🏠		Horizon Housing Association	0330 303 0089	horizonhousing.org
	🏠		Kingsridge Cleddans Housing Association	0141 944 3881	kc-ha.com
🏠	🏠	🏠	Link Group	0330 303 0124	linkhousing.org.uk
		🏠	Linthouse Housing Association	0141 445 4418	linthouseha.com
🏠			Lochfield Park Housing Association	0141 771 2228	lochfield.co.uk
	🏠	🏠	Loretto Housing Association	0800 479 7979	www.lorettoha.co.uk
	🏠		Maryhill Housing Association	0141 946 2466	maryhill.org.uk
🏠	🏠		Milnbank Housing Association	0141 551 8131	milnbank.org.uk
🏠		🏠	Molendinar Park Housing Association	0141 564 5256	molendinar.org.uk
		🏠	New Gorbals Housing Association	0141 429 3900	newgorbalsha.org.uk
🏠	🏠		North Glasgow Housing Association (ng homes)	0141 560 6000	nghomes.net
		🏠	North View Housing Association	0141 634 0555	www.nvha.org.uk
🏠			Parkhead Housing Association	0141 556 6226	parkheadha.org.uk
	🏠		Partick Housing Association	0141 357 3773	partickha.org.uk
	🏠		Pineview Housing Association	0141 944 3891	pineview.org.uk
🏠			Provanhall Housing Association Ltd	0141 771 4941	provanhallha.org.uk
🏠	🏠		Queens Cross Housing Association	0808 143 2002	qcha.org.uk
🏠			Reidvale Housing Association	0141 554 2406	reidvale.org.uk
		🏠	Rosehill Housing Co-operative Limited	0141 881 0595	rosehillhousing.co.uk
🏠			Ruchazie Housing Association	0141 774 4433	ruchazieha.co.uk
🏠	🏠	🏠	Sanctuary Scotland Housing Association	0141 876 4900	sanctuary-scotland.co.uk
🏠			Shettleston Housing Association	0141 763 0511	shettleston.co.uk
		🏠	Southside Housing Association	0141 422 1112	southside-ha.org
🏠			Spire View Housing Association	0141 552 7928	spireview.org.uk
🏠	🏠	🏠	Thenue Housing Association Ltd	0141 550 3581	thenuehousing.co.uk
🏠			Tollcross Housing Association Ltd	0141 763 1317	tollcross-ha.org.uk
🏠	🏠	🏠	Trust Housing Association Ltd	0131 444 1200	trustha.org.uk
🏠			Wellhouse Housing Association Ltd	0141 781 1884	wellhouseha.org.uk
🏠	🏠	🏠	West of Scotland Housing Association Ltd	0141 550 5600	westscot.co.uk
🏠	🏠	🏠	Wheatley Homes Glasgow Limited	0800 479 7979	myhousing.org.uk
	🏠		Whiteinch and Scotstoun Housing Association Ltd	0141 959 2552	wsha.org.uk
	🏠		Yoker Housing Association Ltd	0141 950 9050	yokerha.org.uk
	🏠		Yorkhill Housing Association Ltd	0141 285 7910	yorkhillha.org