



Grampian Group

Lettings and Empty Homes Management

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POLICY OUTLINE

In accordance with current legislation and best practice, the Association's Lettings Approach is focused on maximising access to housing, supporting informed choice and sustaining balanced, thriving communities. This includes allocating homes fairly and transparently, prioritising those in greatest need and ensuring applicants have the information and support required to make confident housing decisions.

As part of this wider approach, effective Empty Homes Management ensures that properties becoming available for re-let are returned to a high standard and made ready for new households as quickly and safely as possible. Minimising the time homes remain empty, protecting rental income and maintaining quality across the stock all contribute directly to the success of the lettings service and the sustainability of the communities the Association serves.

All empty properties will be inspected and brought up to an agreed Lettable Standard, ensuring they are safe, secure, clean and compliant with statutory and regulatory requirements before being offered for re-let.

Part 1 – Lettings Policy

1.Objectives and Principles

The Association aims to allocate and manage its homes in a way that maximises access to housing, supports informed choice and promotes sustainable communities. To achieve this, the policy sets out the following commitments:

- **Maximising access to housing** by allocating homes fairly, transparently and according to assessed housing need;
- **Providing clear information and advice** so applicants can make informed choices about their housing options;
- **Maintaining a simple and accessible application process**, supported by a digital lettings service that enables households to manage their applications online;
- **Prioritising households with significant housing or support needs**, ensuring allocations are based on need and free from discrimination;
- **Supporting sustainable, well-balanced communities** by making best use of the homes the Association owns and manages and by working collaboratively with relevant partners;
- **Promoting equality of opportunity** and ensuring that no individual, household or group is unfairly disadvantaged in the allocation of housing.

2. Regulatory Framework

This policy operates within the legal framework provided by the Housing (Scotland) Act, 2001 (as amended by The Housing (Scotland) Act 2014) and the Housing (Scotland) Act 1987, (as amended by the 2001 and 2014 Acts).

The policy also considers guidance on social housing lettings from the Scottish Government as well as following established best practice.

3. Access to the Housing List

Any person who is aged 16 or over, or any household where there is at least one person aged 16 or over, may apply to be placed on the Housing List and have their need for accommodation with the Association assessed.

4. Digital Lettings Service

The Association operates a choice based digital lettings service for lettings through These Homes. The system is used to let our social housing stock in Aberdeen City, Aberdeenshire and Moray.

Through These Homes applicants are able to apply for properties that they are interested in. Applicants with a significant housing need can apply for a priority award which may aid them in increasing their priority to receive an offer of housing.

Mid-market Rental (MMR) properties are advertised on our company website as well as Lettingweb and Citylets. Those allocated a mid-market rental property will sign for a Private Residential Tenancy (PRT). Further information on MMR is available on our website.

5.Tenancy Agreements

All offers of tenancy in rented properties (other than in circumstances outlined below) will be on the basis of a full Scottish Secure Tenancy (SST). Short SST's will only be offered by the Association where grounds under Schedule 6 of the Housing (Scotland) Act 2001 (as amended by the Housing (Scotland) Act 2014) apply. In summary, these grounds are:

- Previous anti-social behaviour within 3 years of the offer of tenancy;
- Prospective tenant or other household member is subject to an Anti-Social Behaviour Order under Section 19 of the Crime and Disorder Act, 1998;
- Temporary lets to persons moving to the area for employment whilst seeking permanent accommodation;
- Temporary lets in properties awaiting development;
- Temporary homeless accommodation;
- Lettings in properties not owned by the Association but leased from other bodies.
- In certain circumstances where the prospective tenant is a home owner

6. Payment of Rent

Applicants will normally be expected to pay one months' rent in advance when signing up for their new property. Where the new tenant is reliant on benefits, or on an income comparative to benefit levels, they will normally be asked to pay £100 in advance.

7. Reasonable Preference

The Association has set its priority awards for applicants in accordance with the reasonable preference categories outlined in Section 20(1) of the Housing (Scotland) Act 1987 (as amended). In line with these statutory requirements, reasonable preference is given to the following groups:

- People who are homeless or threatened with homelessness
- People living in unsatisfactory housing conditions
- Social housing tenants who are under-occupying their current accommodation

The Association has developed its priority needs awards to reflect these categories, with the aim of ensuring that allocations lead to successful and sustainable tenancies for applicants and the wider community. This approach also supports the effective and responsible use of the Association's housing stock.

8. Applicant's Housing Requirements

The Association will look at best use of accommodation in making each letting. This will take account of factors such as the size of accommodation needed by the household, requirements for an adapted property and support needs.

Whilst recognising the principle of choice for applicants, the following criteria may be used in determining best use of a particular size of property.

The following each require a separate bedroom:

- A single adult;
- Two adults who are partners;
- Children of different sexes where the eldest has reached age 8;
- A young person who has reached the age of 14 years;
- Children of the same sex where there is a 10 year or more age gap;
- Where there is an assessed medical reason;
- Where an additional room is required for medical equipment;

Permanent carers and foster children who are part of a household will be assessed as part of the family.

The definitions of categories and priorities is available at Appendix 1.

9. Access to Children

Where an applicant has access to a child or children one additional bedroom will be given where access can be evidenced.

10. Nominations from Local Authorities

The Association manages its lettings arrangements with each of its local authority partners through a Lettings Agreement. Regular monitoring of allocations will ensure that applicants are not unnecessarily excluded from housing.

Alongside our choice-based lettings system These Homes—through which homeless applicants may continue to apply for properties—the Association operates nomination agreements with Aberdeen City, Aberdeenshire and Moray Councils.

In addition, the Association has a statutory obligation to assist these local authorities in allocating properties to homeless households and to accept Section 5 referrals under the Housing (Scotland) Act 2001. Homeless applicants may therefore be housed either through These Homes or through Section 5 referrals, in line with statutory duties and in partnership with the relevant local authority.

11. Applications from Refugees and Asylum Seekers

Applications will be accepted from refugees and asylum seekers provided that they are over the age of 16. The applicant will be advised that an offer of accommodation cannot be made until they are given refugee status/leave to remain.

12. Lettings to Connected Persons

The Association may let a property to a connected person only where the allocation is fair, transparent and consistent with our approved policy and procedures. Any actual or potential conflict of interest must be declared to the Customer, Assets and Development Committee (CAD) prior to any allocation and any party with whom there is a connection must take no part in discussions or decisions.

All such allocations will be recorded as an interest in the appropriate register within five days of commencement of the tenancy and reported to the to the Governing Body at its next meeting with the CAD providing assurance to the Board of Management that the allocation has been handled in line with our approved policy and associated processes.

13. Home Ownership

The Housing (Scotland) Act 2014 allows social landlords to take property ownership into account as part of the assessment of an applicant's housing need and circumstances. This applies to the applicant, anyone who normally lives with the applicant or who plans to live with them.

However, property ownership cannot be considered if:

- The owner cannot secure entry;
- Where occupying the property will lead to abuse from someone living in the property or who previously lived with the applicant;

- Where occupation of the property may endanger the health of the occupants and there are no reasonable steps that can be taken by the applicant to prevent that danger.

A Short Scottish Secure Tenancy may be made available to an owner occupier to meet their housing need in the short-term while they resolve their circumstances – e.g. selling a home that is in joint ownership; renovating or adapting an existing home; or securing access from a sitting tenant.

All other home owners will be considered on a case by case basis.

14. Keyworkers

A Key Worker is a public sector employee who provides an essential service. The Association will periodically review key worker status to ensure that we make best use of our housing stock, while letting vacant properties in a fair and transparent manner. In reviewing key worker status, the Association will consult with local authorities and other relevant organisations to ensure that the key worker status reflects the unique social and economic conditions prevalent across the Grampian area.

15. Amenity Housing

Amenity housing is self-contained accommodation that is specifically designed with older people in mind. It may have some of the following characteristics; walk-in-showers; grab rails; anti-slip flooring; all on one level etc.

The Association has a number of properties designed for amenity housing and where possible these will be let to applicants who are over 55 years of age. If there is no demand from applicants within this age group, the Association will use its discretion to let this property type to other applicants.

16. Sustainable Communities

The Association will consider household profile in terms of age range, sex or household type for specific lettings where this is considered necessary to address issues relating to estate management, vulnerability of other tenants or sustainability of the community within the properties managed by the Association. Upcoming voids will be identified prior to advertising the vacancy and a clear audit trail will be kept showing decisions made for such lets.

In certain circumstances such as in areas or property types with low demand, the Association may use discretion to allow an applicant to occupy a larger property than required.

17. Local Lettings Plans

Under certain circumstances and where a new development is 20 units or more, in agreement with the relevant Local Authority the Association may use Local Lettings Plans (LLP) to manage lettings, for example, to support the Association to develop sustainable communities. Where an LLP is developed it will take account of local housing strategies. The LLP will be agreed and published in advance of being applied. The LLP will operate within statute and guidance. Where an LLP is put in place, the Association will report on the outcomes of the LLP against its aims and monitor its longer-term impact.

18. Multi Agency Public Protection Arrangements

The Association is committed to working in partnership under the Multi Agency Public Protection (MAPPA) arrangements to ensure that communities remain safe and that appropriate lettings are made. Anyone seeking to be housed, who is subject to the notification requirements of the Sexual Offences Act 2003, is required to contact the local authority Serious Offender Liaison Officer (SOLO) and make a separate application. An applicant applying for housing by this means will be subject to the same conditions as any other applicant in terms of awarding priority. Any allocation made will be subject to the MAPPA environmental risk assessment and approval procedures.

19. Transfers and Mutual Exchanges

The Association supports tenants to move to alternative accommodation that better meets their needs or aspirations. This includes both mutual exchanges and transfer requests, which provide flexible options for households whose circumstances have changed.

Mutual exchanges allow tenants to swap homes with another social housing tenant, offering a practical route to move without waiting for a vacancy. Tenants wishing to pursue a mutual exchange must meet the Association's eligibility requirements and obtain written approval before any move takes place.

To support mobility within our communities, approximately 25% of all vacancies advertised on These Homes each year will be prioritised for existing GHA tenants seeking a transfer. All transfer applications will be processed through These Homes to ensure fairness and transparency. Only in exceptional circumstances, where a tenant's situation cannot reasonably be addressed through the standard allocations process, will a management transfer be considered.

20. When Properties are not Advertised

To meet current objectives and make best use of available housing stock, there may be circumstances where a vacant property is not advertised through the digital lettings service. The situations below illustrate when this may occur, though the list is not exhaustive.

- Specialist housing needs — where another agency refers an applicant whose needs can be met by a specific property.
- Adapted new-build properties — where a new home has been purpose-adapted for an identified household. Subsequent re-lets will be advertised.

- Decant requirements — where existing or prospective tenants must be temporarily re-housed to allow major works to proceed.
- Nomination agreements — where new-build properties are subject to 100% local authority nomination rights or similar arrangements.
- Mutual exchanges — which are not advertised through the digital lettings service.
- Projects or initiatives — where the Association supports external programmes or partnership initiatives that require direct allocation of a small number of homes.

21. Suspension/Deferral from Waiting List

There are some circumstances where we may suspend a registration in any such cases we will inform the applicant why they have been suspended, how long the suspension is in place for and any action that the applicant can take to end the suspension.

Appeals regarding a warning or suspension letter should be emailed to thesehomes@grampianhousing.co.uk

Registrations may be placed on hold/suspended for the following reasons:

- Where an applicant has tenancy related debt, they will not be considered for rehousing unless the debt is less than one month's rent or a repayment arrangement has been entered into and adhered to for a period of three months or thirteen consecutive weeks. (Debts older than five years, which have not previously been pursued by the former landlord will be disregarded);
- Providing false or misleading information in connection with an application that results in being assessed with greater housing need than is actually the case;
- Eviction from a previous tenancy;
- Violence or threatening or abusive behavior towards Association staff or their representatives;
- Where the applicant, or an individual forming part of the application has been evicted on the grounds of antisocial behaviour in the past three years and where the applicant refuses support;
- Where any form of legal or court action has been commenced against an applicant or an individual forming part of the application under the terms of the Housing (Scotland) Act 2001 or the Anti-Social Behaviour etc. (Scotland) Act 200
- Where the applicant is currently subject to an Anti-Social Behaviour Order related to a current home address;
- A Sex Offender, where the applicant has refused a Risk Assessment to be carried out in order to identify suitable housing;
- Refusing an Offer - the following conditions apply to applicants who repeatedly and unreasonably refuse properties:

1st refusal – warning letter will be issue;

2nd refusal – deferment for 6 months

The Association reserves the right to use discretion in all of the above cases when extenuating circumstances apply.

Part 2 - Empty Homes Management

1.Objectives and Principles

Empty Homes Management covers a number of activities and normally starts when a termination notice is received or a property is recovered through management processes such as abandonment or eviction.

The aim is to keep the time homes are empty as short as possible and to prepare them for re-let promptly, while ensuring they meet a good and safe standard for the next household.

The specific objectives of the empty homes management policy are:

- To ensure that the Association maximises rental income at all times by keeping the time homes are empty to a minimum;
- To ensure that all properties allocated by Grampian Housing Association meet an acceptable and agreed re-let standard;
- To ensure that the Association makes best use of the resources available to it to meet housing demand, including the payment of decoration vouchers (where appropriate).

The principles underpinning the empty homes management policy are:

- To meet and where possible, exceed all legal duties, regulatory requirements and good practice standards;
- To be clear and transparent in what standards will be achieved for empty homes.

2. Lettable Standard

The Lettable Standard sets a consistent baseline for all empty properties, ensuring that every incoming tenant receives a home that is fit for purpose, safe and free from immediate disrepair. The Association will monitor performance against this standard, review it regularly and work collaboratively with contractors and internal teams to ensure that all void works are completed efficiently, cost-effectively and to a high quality.

The full Lettable Standard is provided in Appendix 2.

3. Legislation and Regulation

The Association will comply with all relevant legislation, regulations and statutory requirements that govern the management of void properties, including the following key duties:

- Gas Safety (Installation and Use) Regulations 1998
- BS 7671:2018+A2:2022 – Requirements for Electrical Installations
- Electrical Equipment (Safety) Regulations 2016
- General Product Safety Regulations 2005
- Plugs and Sockets etc. (Safety) Regulations 1994

- Energy Performance of Buildings (Scotland) Regulations 2008
- Control of Asbestos Regulations 2012
- Environmental Protection Act 1990
- Equality Act 2010

We will also meet the requirements of:

- Housing (Scotland) Act 2001
- Housing (Scotland) Act 2006
- Housing (Scotland) Act 2010
- Housing (Scotland) Act 2014
- Scottish Housing Regulator's Performance Standards
- Scottish Social Housing Charter
- Scottish Housing Quality Standard (SHQS)

4. Essential repairs

Essential repairs are those that are required to meet Grampian's minimum re let standard. These must be carried out before a new tenant moves into a property.

5. Routine Repairs

Any routine repairs identified prior to re-let may, at the discretion of the Voids and Allocations Officer, be scheduled for completion after the new customer has moved into the property. In making this decision, the Officer will consider the urgency of the repair, the impact on the incoming customer and the balance between completing the work during the void period or delivering it as a routine repair once the property is occupied. This approach supports efficient turnaround times while ensuring that essential safety and compliance works are prioritised.

6. Decoration

The Association aims to ensure that new customers move into homes that are welcoming and in a reasonable decorative condition. Where decoration is assessed as being below the standard normally expected of a Grampian Housing Association property, a decoration voucher may be offered to assist the incoming customer.

Examples of situations where a voucher may be considered include:

- Wallpaper in poor condition, such as where it is badly torn
- Strong or difficult-to-cover paint colours that may require multiple coats
- Nicotine staining on walls or ceilings
- Significant repairs that have affected the finish of one or more walls

7. Ending a Tenancy

Information on ending a tenancy is available at Appendix 3.

General Policy Provisions

1.Consultation

This policy has been developed following consultation with tenants, applicants and staff, in accordance with the requirements of the Housing (Scotland) Act 2001 and relevant statutory guidance. Feedback from this consultation has been considered in shaping the final policy.

2. Equality and Diversity

Grampian Housing Association will ensure that no individual is discriminated against on grounds of sex or marital status, on racial grounds, or on grounds of disability, age, sexual orientation, language or social origin, or other personal attributes, including beliefs or opinions, such as religious beliefs or political opinions.

The Association will ensure the promotion of equal opportunities and is a member of Happy to Translate and is committed to providing access to translation services. Information and documentation which we produce can also be provided in different formats such as large print, tape and braille as required.

An Equalities Impact Assessment has been undertaken in conjunction with writing this policy.

3. Information Sharing and Confidentiality

The Association recognises the importance of confidentiality to all persons and the potential risks. We will respect the privacy and confidentiality of each case and we are aware of the legal obligations under the Data Protection Act 2018 and the General Data Protection Regulation and will not divulge information to a third party without consent.

However, there are some exceptions in which we are required by law to disclose information given to us, for example in cases involving safeguarding children or vulnerable adults and where there is a high risk of serious harm to anyone involved.

4. Right of Appeal and Complaints

In every case the Association and These Homes will try to resolve any concerns around service delivery informally. Where an applicant is unhappy with a specific decision that has been made in respect of their housing application, they can request that the decision is reviewed. Appeals should be emailed to thesehomes@grampianhousing.co.uk within 5 working days. The case will be reviewed by an independent staff member with no previous involvement in the original decision and responded to within 5 working days. Should an applicant be unhappy with the level of service received by These Homes, they may make a formal complaint in line with the Association's complaints policy which is available on our website and by request.

5. Policy Review

Other than when legislative change requires the policy to be amended, this policy will be reviewed every five years. The procedures will be continually reviewed and monitored to ensure that they are current and meet legislative requirements.

6. Related Policies

Anti-Social Behaviour Policy
Asset Management Repairs and Maintenance Policy
Chargeable Repairs Policy
Domestic Abuse Policy
Entitlements, Payments and Benefits Policy
Equalities Policy
Estate Management Policy
Landlord Safety Manual
Market and Mid-Market Rent Policy
Rent Management Policy
Tenancy Management Policy

7. Useful Resources

Organisation	Support	Contact Details
Aberdeen City Council	Homelessness Service	Tel: 0800 917 6379 (24 hrs) housingaccess@aberdeencity.gov.uk
	Apply for a Home	Tel: 03000 200 292 www.aberdeencity.gov (Housing Online)
Aberdeen Cyrenians	Advice, support and drop-in services	Tel: 0300 303 0903
Aberdeen Foyer	Supports young people (16-25) at risk of homelessness (Aberdeen City and Aberdeenshire)	Tel: 07467919813 nightstop@aberdeenfoyer.com
Aberdeenshire Council	Homelessness Service	Tel: 01467 530577 (9am-5pm) or 03456 081206 (out of hours)
	Apply for a home	Tel: 03456 081203 housing@aberdeenshire.gov.uk

Citizens Advice Bureau	Free, confidential support and housing advice	https://www.cas.org.uk/get-advice Tel: 01224 569750 (Aberdeen) Tel: 0800 028 1032 (Aberdeenshire) Tel: 01343 550088 (Elgin)
Disabled Persons Housing Service (DPHS)	Housing options advice, information and advocacy for disabled people and their families (Aberdeen City and Aberdeenshire).	Tel: 01224 810222 info@dphsaberdeen.org
Highland and Moray Armed Forces support network	Housing advice for veterans (Moray)	www.armedforcesmorayandhighland.co.uk
Houseability	Housing information, advice and advocacy to people with disabilities or long-term health problems (Aberdeenshire)	Tel: 07494771764 or 07940958929 info@houseability.org.uk
Langstane Housing Association	Apply for housing	Tel: 01224 400800 www.langstane-ha.co.uk (apply for a home)
Moray Council	Homelessness service Apply for housing	Tel: 0300 123 4566 or 03457 565656 (out of hours) housing@moray.gov.uk
SAMH (Moray)	Housing support and supported accommodation for adults (18-65) with mental health problems, based in Elgin	Tel: 01343 542781 Moray.sa@samh.org.uk
Shelter Scotland	Housing advice and support (Aberdeen, Aberdeenshire, Moray)	Tel: 0808 800 4444 aberdeenhub@shelter.org.uk

These Homes	Apply for housing with local (and national) Registered Social Landlords.	www.thesehomes.com Local landlords on These Homes: Castlehill HA Grampian HA Hillcrest HA Osprey Sanctuary
Turn2us	General housing advice for homeless people, those threatened with homelessness, private tenants, council and social tenants	Tel: 0300 123 4566 Tel: 03457 565656 (out of hours) housing@moray.gov.uk www.moray.gov.uk
Turning Point Scotland	Aberdeen Housing First and Outreach Housing Support Includes Fair Way Scotland Team who can advise and support EU nationals who are destitute due to their immigration status. (Aberdeen, North Aberdeenshire and Moray)	Tel: 0800 652 3757 info@turningpointscotland.com

Appendix 1

Definition of Categories and Priorities

HOUSING CIRCUMSTANCES CATEGORY			
Housing circumstances categories exist to recognise applicant's current housing situation and the degree to which they can be considered secure or otherwise. Homelessness - Statutory Homeless (including residence in Statutory Homeless Hostel) Proof will be required from relevant local authority regarding homelessness status e.g. letter from local authority. <i>People who claim to be 'roofless', 'sleeping rough' or 'no fixed abode' should be encouraged to present themselves as homeless to their local authority, as no Gold priority award will be given without relevant verification.</i> Impending Homelessness Where 56 days' notice or less has been given to vacate current accommodation as defined below: - In Care - Lodgings - Privately rented accommodation - Bed and Breakfast, Boarding House or Hotel - Owner Occupation (only where sale necessary) - Short stay hostel - Refuge - Tied Accommodation - HM Forces with confirmed leaving date Proof will be required of impending homelessness e.g. Notice To Quit, letter from accommodation owners, letter from solicitors, written confirmation from institution, employers etc.			
Priority			Definition
Gold	6 Month Time Limit	These Homes area limit and feature limit	Statutorily Homeless
Silver Plus	No time limit	No area or property feature limits	Impending Homelessness

LACKING FACILITIES CATEGORY			
The Housing (Scotland) Acts 1987 and 2001 define when accommodation should be considered to meet reasonable standards. This has been used in this category and states that housing is below reasonable standard if it fails to meet the following: • Is structurally stable. • Is substantially free from rising or penetrating damp. • Has satisfactory provision for natural and artificial lighting, for ventilation or heating • Has an adequate piped supply of wholesome water available within the house. • Has a sink provided with a satisfactory supply of both hot and cold water within the house. • Has a water closet available for the exclusive use of the occupants of the house and suitably located within the house. • Has a fixed bath or shower and a wash hand basin for the exclusive use of the occupants of the house, each provided with a satisfactory supply of both hot and cold water and suitably located within the house. • Has an effective system for the drainage and disposal of foul and surface water. • Has satisfactory facilities for the cooking of food for the exclusive use of the occupants within the house. • Has satisfactory access to all external doors and outbuildings.			
Priority			Definition
Silver	No time limit	No area or property feature limits	If three or more of the above definitions are not met
Bronze	No time limit	No area or property feature limits	If two of the above definitions are not met

Please note that applicants who are currently a tenant(s) of a Registered Social Landlord, including Grampian Housing Association, will not be awarded priority for Housing Circumstances or for Lacking Facilities as they will be deemed to have secure tenancies and properties that meet Tolerable Standards.

OVERCROWDING CATEGORY			
The following each require a separate bedroom: • A single adult • Two adults who are partners • Children of different sexes where the eldest has reached age 8 • A young person who has reached the age of 14 years • Children of the same sex where there is a 10 year or more age gap • Where there is an assessed medical reason for persons who would normally share not to • Where an additional room is required for medical equipment Permanent carers and foster children who are part of a household will be assessed as part of the family.			
Priority			Definition
Gold	6 Month Time Limit	Applicant can area and property feature limit	3 or more bedrooms short
Silver	No Time Limit	No area or property feature limits	2 bedrooms short
Bronze	No Time Limit	No area or property feature limits	1 bedroom short

UNDER OCCUPATION CATEGORY			
This category will be awarded to tenants of Registered Social Landlords only to promote effective asset management and maximise the opportunity for existing tenants to move to smaller accommodation should they wish to do so.			
Priority			Definition
Silver	No time limit	No area or property feature limits	Two or more bedrooms surplus
Bronze	No time limit	No areas or property feature limits	One-bedroom surplus

MEDICAL CATEGORY			
Applicants who have a medical condition that they consider to be relevant to their application for housing will be assessed on the severity of the medical condition and the degree to which their housing circumstances affect this. A medical banding will first be awarded and then this will be translated into a CBL banding as follows:			
X-medical	Medical condition that requires immediate housing or re-housing		
Sevwho	Severe condition that is wholly affected by present circumstances		
Modwho	Moderate condition that is wholly affected by present circumstances		
Minwho	Minor condition that is wholly affected by present circumstances		
Sevmod	Severe condition that is moderately affected by present circumstances		
Modmod	Moderate condition that is moderately affected by present circumstances		
Minmod	Minor condition that is moderately affected by present circumstances		
Sevmar	Severe condition that is marginally affected by present circumstances		
Modmar	Moderate condition that is marginally affected by present circumstances		
Minmar	Minor condition that is marginally affected by present circumstances		
Assnil	No medical condition or suitably housed for medical condition		
It should be noted that where it is considered that a medical condition is only marginally affected by current housing or where there is a nil assessment then no banding will be awarded under this category.			
Priority			Definition
Gold	6 Months' Time Limit	Applicant can area limit and feature limit. These Homes can also feature limit	• X Medical • Sevwho
Silver	No time limit	No area limits. These Homes can feature limit.	• Modwho • Minwho • Sevmod • Modmod
Bronze	No time limit	No area limits. These Homes can feature limit.	• Sevmar • Modmar • Minmod

PERSONAL CIRCUMSTANCES CATEGORY

This category recognises personal circumstances that require to be considered when assessing an application for housing:

- **Vacating Adapted Disabled:** households who are vacating an RSL tenancy that is adapted for disabled use because the adaptations are no longer required. Note: there must be significant, permanent adaptations to secure a Gold Priority.
- **Harassment or Violence:** where an applicant or a family member is under threat of or experiencing actual violence or harassment.
- **Domestic Abuse**

Police Scotland and the Crown Office and Procurator Fiscal Service (COPFS) define domestic abuse as:

"Any form of physical, verbal, sexual, psychological or financial abuse which might amount to criminal conduct and which takes place within the context of a relationship. The relationship will be between partners (married, cohabiting, civil partnership or otherwise) or ex-partners. The abuse may be committed in the home or elsewhere including online".

Types of Domestic Abuse:

Physical Abuse

Sexual Abuse

Mental/Emotional Abuse

Controlling Behaviour

Coercive Behaviour

Financial or Economic Abuse

Applicants experiencing abuse as listed above will be entitled to a gold priority pass.

In order to safeguard those experiencing domestic abuse and their children (if relevant), a gold priority pass may be awarded to the perpetrator in cases where the victim/survivor wishes to remain in the family home.

Only one gold priority pass will be awarded per household. In certain circumstances we may request further information.

- **Children at Risk:** where a child or children within the applicant's family is considered to be at risk.
- **Financial Hardship:** where a household's monthly rental/mortgage payments exceeds 30% of monthly income.

- **Separated Family:** where due to housing circumstances a family has no choice but to live separately.
- **General Assistance:** where an applicant requires to live in a particular area to access or to give assistance to a relative or family member. General assistance priority will only apply to areas where moving improves the applicant's ability to provide or receive assistance. General assistance is where the assistance makes a significant difference to the person's quality of life or ability to live at home. This priority is also awarded where childcare provided allows someone to work.
- **Current Neighbour Problems:** where a household is having mild or moderate difficulties with a neighbour that affects their ability to remain in their current accommodation.
- **Travel Time to Work or Education and Isolation from essential services:** where a household member/s has to travel to reach work or education or is isolated from essential services and the household wish to move to be closer to these. These are awarded regardless of whether or not the household are car owners but they must live at least 10 miles away from the facilities they are travelling to or are isolated from.
- **Relationship Breakdown;** where a relationship has broken down and the couple wish to live separately but cannot do so until alternative accommodation is secured for one of them.

Proof/verification may be required for any of the above definitions

Appendix 2

Re-let Standard

Works	Minimum Re let Standard
General cleanliness	Any items left within the property will be removed. Floors will be swept, kitchen and bathroom surfaces washed down. Lofts, basements and outbuildings will be empty.
Electrics	EICR (Electrical Inspection Condition Report compliant with BS7671 and any amendments) is completed.
Gas	A gas tightness test will be carried out where property has had a valid gas service certificate issued within the last 12 months. If there is a gas pipe connection at the cooker it must be capped.
Smoke/Carbon Monoxide Detectors	Hard-wired smoke, heat and carbon monoxide detectors compliant to BS5839 – 6: 2013. To Grade D/F Standard LD2 will be provided and tested.
Water and Drainage	Tenants will have access to clean drinking water and where necessary conversion to a direct mains water supply. Where necessary, the water system will be sanitised against legionella. A fully working drainage system will be provided. Ensure that main stopcock is functional. Water supply will be drained down during winter months.
Windows	All windows will be fully operational and checked for safety. Window keys will be issued to you where Grampian has fitted locks
Front /Back Door	There will be a minimum mortice lock on swing doors. A letterbox and back flap will be fitted on all front doors. Security, drafts and water ingress will have been checked. Any glass panels within the door will be complete and unbroken.
Internal Pass Doors	All pass doors will be intact and fully operating. All fire doors will be undamaged and ironmongery (including door closer) operational. Bathroom doors will have a locking device with a safety override facility. All doors will be either pre-finished veneered or ready for the Tenant to varnish/decorate as necessary.
Floors	All loose and missing floorboards will be re-secured/replaced. Floor surfaces will be even to allow carpets/flooring to be laid.
Staircases	Staircases will have at least one handrail. All balustrades and handrails will be secure.
Skirting/Facings	Missing or badly damaged skirting/facings will be replaced. If repaired, the skirting/facings will be re-secured and filled where necessary. All skirting's/facings will be ready for the Tenant to decorate.
Bedroom Cupboards	Will have a level shelf with a clothes rail below (space permitting).
Hall Cupboards	Will have shelving (space permitting).

Kitchens	All kitchen units will be checked and hinges replaced/adjusted where necessary, damaged drawers and doors will also be replaced. Badly damaged worktops will be replaced where appropriate. Plumbing for a washing machine will be provided (if appropriate) along with space for a fridge and connections for a cooker.
Medical Adaptations	All medical adaptations will be inspected to ensure they are fully operational. If additional adaptations are required, the Association will request that a referral to an Occupational Therapist is made in advance. Please note that the Association may not always be able to install/fund adaptations.
Bathroom Suite	The bathroom suite will be in full working order with no chips/cracks. Repairs will be undertaken where practical.
Shower Unit	Any electric showers will be checked during the electrical safety check. The shower will have a screen or shower rail for a curtain fitted.
Decoration	Where the condition of the decoration is deemed to be below an acceptable standard (as determined by a relevant member of staff), a decoration voucher may be given.
Insulation	Insulation will be checked and if required, programmed for an upgrade.
Energy Performance	A valid energy performance certificate will be provided – EPC should be “D” or higher
Asbestos	Damaged asbestos will be sealed or removed to ensure that there is no danger to occupants.
Gutters/downpipes	All gutters and downpipes will be in a serviceable condition.
Footpaths/Steps	All footpaths, steps, etc will enable safe access including any associated handrails.
Gates/Fences/boundary walls	All gates, fences and boundary walls will be in a safe condition.
Clothes Drying Facilities	Adequate drying facilities will be provided. For flats, these may be in communal areas.
Refuse Collection	The Association does not provide wheelie bins. These can be purchased from your local authority.
Garden areas	Gardens attached to the property will be cleared of rubbish and, if necessary, grass cut, as a one-off. No external buildings, installations, etc will be left in a dangerous condition.
Communal areas	All communal areas will have adequate lighting.

Ending Your Tenancy

This guide explains what you need to do when ending your tenancy with the Association.

◆ How you can end your tenancy

You can end your tenancy in one of the following ways:

- **Giving 28 days' notice** — You must provide written notice (email is accepted). Your 28-day notice period starts from the date we receive your written termination.
- **Death of a tenant** — If a tenant passes away, someone living in the home may have the right to succeed the tenancy.
- **Transfer or mutual exchange** — If approved by us.
- **Eviction or abandonment** — Where the Association legally recovers the property.

What happens after you give notice

◆ Termination form

We will send you a termination form to complete. Please return it as soon as possible.

◆ Returning your keys

- Keys must be handed in to the office or placed in the key safe by the agreed termination date.
- Rent is charged until we receive the keys or change the locks.
- If keys are not returned and we cannot contact you within two working days, we may change the locks and continue to charge rent until we have full possession.

Transfers and Mutual Exchanges

◆ Transfers

- Normally 28 days' notice is required.
- We may reduce the notice period if we can re-let your home sooner.
- You must usually have been a tenant for 12 months and have a clear account (discretion may apply).
- We will inspect your home before offering a transfer.

◆ Mutual Exchanges

- You must have held your tenancy for 12 months and have a clear account (discretion may apply).
- Property inspections must be completed before approval.
- Safety Checks must be completed before the exchange takes place.
- Rent continues to be charged until the exchange is completed.

If a Tenant Has Died

- A qualifying person may be able to succeed the tenancy if they lived in the home as their main residence for at least 12 months (not required for a spouse, partner, civil partner or joint tenant). *
- A copy of the death certificate is required.
- We will send information to the next of kin about what to do.

*From 6th October 2026, qualifying period reduces to 6 months.

Acknowledgement of Your Notice

Within three working days of receiving your notice, we will send you a letter confirming:

- Any rent or charges due up to the termination date
- Your responsibilities when leaving the property
- Information about compensation for improvements
- How to withdraw your notice (if needed)
- Checks to ensure no one is being put at risk of homelessness

Pre-Termination Visit

A Voids & Allocations Officer will visit you to:

- Explain your responsibilities
- Identify any repairs you must complete
- Check any alterations you have made
- Discuss any aids/adaptations
- Advise on decoration vouchers (if applicable)

After You Move Out

A post-termination inspection will take place within four working days. We will:

- Check the property is empty and secure
- Assess it against our lettable standard
- Identify any rechargeable repairs
- Arrange safety checks and repairs
- Record the condition of the property

Photographs will be taken of any rechargeable repairs.