


DECISION

	Sanctuary Scotland Housing Association Central Area Committee		
	15/05/2024	Item 10	No. of appendices: 0
	Subject: Lettings Strategy 2024/2025		
	Maureen Barnes and Lorraine Quinn Housing Managers		
Group Corporate Strategy - Strategic Objectives: Customers first <input checked="" type="checkbox"/> Investing in our assets <input type="checkbox"/> Growing our services <input type="checkbox"/>			
Executive Summary To provide the Central Area Committee with the outcome of targets set in the 2023/2024 lettings strategy. Central Area Committee approval is sought for the local letting strategy for Glasgow and West of Scotland for 2024/25 Recommendation: The area committee is requested to note the contents of this report and to approve the proposed Letting Strategy for Glasgow and West of Scotland for 2024/2025.			
Customer Considerations There are no direct customer or employee considerations.			
Risk Management RM 3 Cost and Income Pressures; the allocation of Sanctuary Scotland houses and flats remains one of the most important aspects of our business. Ensuring that properties are allocated in a fair and transparent manner and in accordance with legislation and guidance is very important. The Lettings Strategy therefore contributes to the management of risks associated with low demand for properties and regulatory compliance.			
Value for Money Providing effective guidance on lettings promotes balanced communities, reduces turnover and minimises void loss which has a positive impact Sanctuary Scotland Housing Association Limited's cash flow and financial position.			
Freedom of Information: For publication <input checked="" type="checkbox"/> Not for publication <input type="checkbox"/> Partial publication <input type="checkbox"/>			

1. Strategic Context

The aim of the letting strategy is to assist in the creation and maintenance of balanced communities. This approach complies with the Scottish Federation of Housing Associations (SFHA) Performance Standards for Registered Social landlords and Section 20(1) of the Housing (Scotland) Act 1987 as amended by the Housing (Scotland) Acts 2001, 2010 and the Housing (Scotland) Act 2014.

Sanctuary Scotland Housing Association's lettings strategies are aligned with the Group's core strategic priority of Engage. We engage with local authorities in open, honest and on-going relationships to set letting targets and to agree referral arrangements. We will communicate our priorities and consider issues from their perspective.

2. Analysis/Proposal

This paper proposes the Lettings Strategy for Sanctuary Scotland Housing Association's properties in the Glasgow and West of Scotland areas for 2024/2025 for general needs housing in accordance with the Lettings Policy.

Sanctuary Scotland Housing Association's Lettings Policy's primary aim is to provide affordable and well managed rented accommodation to those in housing need, and at the same time contribute to providing balanced and sustainable communities. Sanctuary Scotland Housing Association aims to achieve this, using the Lettings Strategy, by pursuing the following objectives:

- Allocating homes to people with high levels of housing need including applicants under-occupying properties, homeless persons and those living in unsatisfactory housing conditions
- Ensuring that access to the allocations process is open at all times to all sections of the community.
- Making the best use of available stock and using the allocations process to assist in the creation and maintenance of balanced and sustainable communities.
- Establishing comprehensive and clear targets for the allocation of properties

3. Review of Letting Strategy

- 3.1. During 2023/24 the total number of lets across the Priesthill and Toryglen offices was 185, 109 of these properties were let from the waiting lists and 69 lets were allocated via referrals to Local Authority Homeless cases and nominations, a further 7 properties were let via the Inverclyde common Housing Register and Non-Local authority nominations.

3.2 Tables 1-6 provide a breakdown of the allocations made against the respective targets set last year. Table 7 provides a breakdown of the 70 lets in Toryglen measured against targets.

TABLE 1 Glasgow

58 Lets

ANNUAL TARGETS 2023/24	TARGET	OUTCOME	COMMENTS
Housing List applicants (including internal transfers)	45%	53% (31)	Higher than target
'Section 5' Referrals from GCC for Homeless Persons	50%	47% (27)	Combined figure for Priesthill & Toryglen was 57 lets (65%)
Referrals	5%	0%	LA nominations for supported accommodation

TABLE 2 Renfrewshire

49 Lets

ANNUAL TARGETS 2023/24	TARGET	OUTCOME	COMMENTS
Housing List applicants (including internal transfers)	50%	73%(35)	Higher than the previous year due to delays with new build development
Nominations and 'Section 5' Referrals from Renfrewshire Council	50%	23% (11)	Lower than target due to above.
Referrals	5%	3% (2)	

TABLE 3 East Dunbartonshire

5 Lets

ANNUAL TARGETS 2023/24	TARGET	OUTCOME	COMMENTS
Housing applicants List	50%	60%(3)	Higher than target as these were remaining properties due to be allocated from waiting list
Nominations and 'Section 5' Referrals from East Dunbartonshire Council	50%	40% (2)	As above
Other Referrals	0%	0%	Non-LA Nominations

TABLE 4 Inverclyde (Common Housing Register (CHR))

5 Lets

ANNUAL TARGETS 2023/24	TARGET	OUTCOME	COMMENTS
CHR Nominations	80%	100% (5)	Lets were in an area with Historical issues so sensitive allocations applied.
Nominations and 'Section 5' Referrals from Inverclyde Council	10%	0%	As Above
Other Referrals	10%	0%	No referrals received.

TABLE 5 East Renfrewshire (Choice based Letting (CBL))

0 Lets

ANNUAL TARGETS 2023/24	TARGET	OUTCOME	COMMENTS
Housing applicants List	25%	0%	0%
Nominations and 'Section 5' Referrals from East Renfrewshire Council	75%	0%	See above.

TABLE 6 Toryglen

69 Lets

ANNUAL TARGETS 2023/24	TARGET	OUTCOME	COMMENTS
Housing List applicants (including internal Transfers)	30%	(57%)40	Slightly higher due to New lets in East Kilbride Development
Nominations and 'Section 5' Referrals from Glasgow City Council & South Lanarkshire Council	50%	(43%) 29	Slightly below target.

TABLE 7 Waiting List Band (Based on 111 lets out with contractual commitments or nomination arrangements)

	TARGET	OUTCOME	COMMENTS
Urgent	20%	29(26%)	Target achieved Includes 6 transfers.
High	50%	72(65%)	Includes 1 Transfer
Medium	5%	0%	No demand from applicants in this banding
Standard	15%	10 (9%)	Low demand from applicants in this banding.

4. Analysis of Housing Supply and Demand

- 4.1. Glasgow Priesthill stock had an addition of 100 new units from development work last year.
- 4.2. Table 8 details the composition of the general needs stock in Glasgow and the West of Scotland as at 31 March 2024. The breakdown across all developments is currently under review and supported accommodation not currently included will be added to the strategy document. The total of 3803 is in line with Group stock calculations provided by our Business Information team.

Area by Bedroom Size	Bedroom Size								
Scheme Name	1	2	3	4	5	6	7	8	Grand Total
Abercorn St Phase 2		16							16
Access Apna-Ghar	4	29	16	1					50
Anderston Four Storey				1					1
Anderston New Build Phase 1		70	15	6	1			1	93
Anderston New Build Phase 2		50	15	3	2				70
Anderston P3a		39	8						47
Anderston P3b		90	9	4	2				105
Anderston Phase 4		67	17	1	1		1		87
Andrew Avenue Renfrew		53	24						77
Anniesland (Strathblane Gardens)		24							24
Anniesland Phase 2		24	3						27
Bellway Homes, Pollok	8	18							26
Braille Crescent, Renfrew		5	35						40
Braille Phase 2		5	10						15
Burnbrae		23	17	2	2				44
Craigbank Rented	6	52	30	4					92
Curle Street	6	42							48
Gallowhill		26	42	2	1				71
Glasgow MTR		1	1						2
Glenburn	2	50	4						56
Hugo Street		12	40						52
Kirkintilloch Civic Court		19	2						21
Land At Holmbank Avenue	1	10	9						20
Linwood		105	61	20	1	1			188
Love Street, Paisley		69	34	4					107
Lymburn Street		10							10
MTR East Dunbartonshire		1							1
MTR East Renfrewshire		2							2
MTR Glasgow North		5	3						8
MTR Glasgow South		1	10	4					15
MTR Linwood			1						1
MTR Renfrewshire			2						2
MTR South Lanarkshire			1						1
Muirshiel Multi Storey Demolition	4	66	20	4					94
Pollock Scotland			23						23
Priesthill	6	6	14	12	2				40
Priesthill Ph3	4	14	11	11					40
Priesthill Ph4	4	22	10	13					49
Priesthill Pha1	10	23	23	14	7				77
Priesthill Phase 5		12	12	2					26
Priesthill Scotland			141						141
Rosshall Scotland			36						36
Shortroods - Scotland	8	88	32	12					140
Shortroods Phase 2		4	56	2					62

Appendix 2

Shortroods Phase 3	12	29	15						56
Spencer Street Glasgow		32	6						38
St Robert's Primary School Site		22	23						45
Stan's Den Rented		4	5						9
Station Road, Renfrew		43	16						59
Sutcliffe Road	2	22							24
Wellmeadow Street, Paisley	9	18	12						39
Western Park Renfrew		41	26						67
Woodilee	6	21	2						29
Craigdhu		12							12
Malletsheugh	16	14	10	2					42
Iona Drive Paisley	8	44	27						79
Dubbs court Greenock		24							24
Wellington st /Dempster st Greenock	11	33							44
Civic Court Kirkintilloch									21
Hawick Ct Yoker	2	50	4						56
Toryglen	61	610	267	9					947
Yoker	1	49	3						53
Carnarvon St	6	2	4						12
Grand Total	197	2,223	1,207	125	19	1	1	1	3,803

The Association's housing list in Glasgow and the West of Scotland has increased in 2023/24 by 588 applications to 9685. A review of the waiting list is planned within 2024/25.

5. Lettings Strategy 2024/25

5.1 Anticipated Turnover

5.1.1 Based on current and planned development and turnover of stock to date, turnover in general rented housing is expected to be between 9 per cent and 11 per cent during 2024/2025. This would allow for approximately 172 general rented re-lets and new lets over the coming year.

5.1.2 The redevelopment of Paisley's west end is well underway with the first of the 35 properties due to be handed over to us in July 24 with completion of this phase anticipated in February 2025. These properties are a mix of terraced houses and flats.

5.1.3 We have recently allocated the first units of the 59 units at Victoria Infirmary and have allocated 23 of the 51 Units at the Napier court Development in Linwood, the remaining 28 units have been delayed but should be completed by September 24.

Development of Myreside St Carntyne will provide a further 34 properties in the spring of 2025.

5.2. Housing Demands and Quotas

- 5.2.1 Given the continued high demand from our waiting list and lack of availability of housing due to nomination arrangements and statutory or contractual requirements, it is recommended that the allocations to the waiting list for Glasgow, including Toryglen remain at 45 per cent. Glasgow City Council has requested a quota of 60 per cent of all allocations net of transfers for Section 5 Referrals. The 50 per cent allocation of all lets will accommodate this request. The agreement with Renfrewshire Council requires a minimum 50/50 split in terms of allocations. The target for Renfrewshire should therefore remain at a 50/50 split to reflect this. We are also required to allocate at least 50 per cent of our lets in East Dunbartonshire to the local authority. The targets for East Renfrewshire also require a 50/50 split for all relets. For the Inverclyde CHR, quotas have been agreed at 75 per cent for nominations, homeless referrals 20 per cent and referrals from other organisations 5 per cent.
- 5.2.2. The levels of homelessness and associated requirements of both the Housing (Scotland) Act 2001 and the Homelessness etc. (Scotland) Act 2003 has resulted in continued pressure on Sanctuary Scotland Housing Association to assist local authorities.
- 5.2.3 In the past we have maintained a commitment to retaining 5 per cent of our allocations in Glasgow for referral arrangements. It is recommended that the 5 per cent referral option remains the same in order to accommodate the Access Apna Ghar arrangements and other relevant requests (e.g. Barnardo's and Help for Heroes). No specific target is required for ethnic allocations in Renfrewshire because of the low numbers involved, or for East Dunbartonshire or Inverclyde because of the nomination arrangements in place, but we will actively promote this via our waiting list and nominations.
- 5.2.4 With the exception of Toryglen, we continue to have a small but increasing number of existing tenants wishing to move. It is recommended therefore that the number of lets made available to transfer applicants remain.
- 5.2.5 Based on the information above, it is recommended that all available general needs lets not subject to nomination arrangements or contractual commitments are allocated in accordance with the targets set out in tables 10-16.
- 5.2.6 The Revive Scotland project is a relocation and tenancy sustainment service for domestic abuse victims and their children. The service aims to take a holistic approach to supporting women experiencing domestic abuse, assisting them to source and access suitable housing, whilst also providing tailored wraparound support. We will support the national

response to domestic abuse by providing a maximum of two lets which become available in the 2024/25 reporting year. Referrals will be made by Revive Scotland, and we will work with Revive Scotland to provide accommodation where this is available to meet the specific need of any particular household who is experiencing domestic abuse and needs to relocate.

5.2.7 In the 2024/25 reporting year we will work with local authorities to identify the demand for accommodation from refugees and provide assistance where required, either through direct lets or by leasing accommodation to local authority. Further details will be provided to the relevant governing bodies throughout the year.

TABLE 10 Glasgow

ANNUAL TARGETS 2024/25	TARGET	COMMENTS
Housing List applicants (including internal transfers)	45%	Maintain high target as noted at 5.2.1 & 5.2.2.
'Section 5' Referrals from GCC for Homeless Persons	50%	Increase existing target as noted at 5.2.1 & 5.2.2.
Referrals	5%	Retain current target to reflect associated demand noted at 5.2.3.

TABLE 11 Renfrewshire

ANNUAL TARGETS 2024/25	TARGET	COMMENTS
Housing List applicants (including internal transfers)	50%	Maintain target as stated at 5.2.1 and 5.2.2.
Nominations and 'Section 5' Referrals from Renfrewshire Council	50%	Maintain target as stated at 5.2.1 and 5.2.2.

TABLE 12 East Dunbartonshire

ANNUAL TARGETS 2024/25	TARGET	COMMENTS
Housing List applicants	50%	As stated in section 5.2.1 and 5.2.2.
Nominations and 'Section 5' Referrals from East Dunbartonshire Council	50%	As stated in section 5.2.1 and 5.2.2.

TABLE 13 Inverclyde

ANNUAL TARGETS 2024/25	TARGET	COMMENTS
Nominations	75%	As stated in section 5.2.1.
Section 5 Referrals	20%	As above
Other Referrals	5%	For example from Women's Aid, Occupational Health.

TABLE 14 East Renfrewshire

ANNUAL TARGETS 2024/25	TARGET	COMMENTS
Housing List applicants	50%	As stated in section 5.2.1 and 5.2.2.
Nominations and 'Section 5' Referrals from East Renfrewshire Council	50%	As stated in section 5.2.1 and 5.2.2.

TABLE 15 Glasgow Toryglen

ANNUAL TARGETS 2024/25	TARGET	COMMENTS
Housing List applicants	30%	As stated in section 5.2.1.
'Section 5' Referrals from GCC for Homeless Persons	50%	In line with Glasgow City Council request to assist with homelessness.
Transfer applicants	20%	Representative of local demand for transfers.

TABLE 16 Waiting List Band (residual lets following nomination/CHR/contractual commitments)

ANNUAL TARGETS 2024/2025	% TARGET
Urgent	20%
High	63%
Medium	2%
Standard	10%
Referrals	5%

6. Conclusion / Recommendation

The area committee is requested to note the contents of this report and to approve the proposed Letting Strategy for Glasgow and West of Scotland for 2024/2025.