


DECISION

	Sanctuary Scotland Housing Association		
	Central Area Committee		
	14/05/2025	Item 10b	No. of appendices: 0
Maureen Barnes and Lorraine Quinn Housing Managers			
Subject: Lettings Strategy 2025/2026			
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 2024/2025 lettings strategy. Central Area Committee approval is sought for the local letting strategy for Glasgow and West of Scotland for 2025/26. 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 2025/2026.			
Customer Considerations There are no direct customer or employee considerations.			
Risk Management RM3 – Rental Income and Collection and RM5 Cost 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.			

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 2025/2026 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 2024/25 the total number of lets across the Priesthill and Toryglen offices was 209 Lets.
Priesthill office allocated 115 properties, 45 of these were to waiting list applicants, 9 to Transfer Applicants, 8 to Management Transfers, 1 via the Inverclyde Common Housing Register and 52 were allocated to Local Authority nominations and section 5 referrals.

Toryglen office allocated 94 properties, 61 of these properties were let from the waiting lists and 33 lets were allocated via referrals to Local Authority Homeless cases and 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 94 lets in Toryglen measured against targets.

TABLE 1 Glasgow

36 Lets

ANNUAL TARGETS 2024/25	TARGET	OUTCOME	COMMENTS
Housing List applicants (including internal transfers)	45%	33% (12)	Within this figure there were 4 Management transfers due to extenuating circumstances.
'Section 5' Referrals from GCC for Homeless Persons	50%	61% (22)	Combined figure for Priesthill & Toryglen was 55 lets of 130 possible lets (42%)
Referrals	5%	5 % (2)	2 Access Apna Ghar properties referred to positive action in Housing

TABLE 2 Renfrewshire

76 Lets

ANNUAL TARGETS 2024/25	TARGET	OUTCOME	COMMENTS
Housing List applicants (including internal transfers)	50%	62% (47)	Within this figure there were 4 Management transfers due to extenuating circumstances
Nominations and 'Section 5' Referrals from Renfrewshire Council	50%	38% (29)	Local Authority advised that they had a couple of newbuild developments coming off site at same time and could not meet the demand for nomination/section 5 requests hence the reason for fewer

			allocations to local authority. Of the 29 lets we assisted the Local authority rehousing Tenants who were being displaced due to a clearance/demolition programme.
Referrals	5%	0% (0)	

TABLE 3 East Dunbartonshire

0 Lets

ANNUAL TARGETS 2024/25	TARGET	OUTCOME	COMMENTS
Housing applicants List	50%	0% (0)	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%	0% (0)	As above
Other Referrals	0%	0%	Non-LA Nominations

TABLE 4 Inverclyde (Common Housing Register (CHR))

1 Lets

ANNUAL TARGETS 2024/25	TARGET	OUTCOME	COMMENTS
CHR Nominations	80%	100% (1)	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 2024/25	TARGET	OUTCOME	COMMENTS
Housing List applicants	25%	0%	0%
Nominations and 'Section 5' Referrals from East Renfrewshire Council	75%	0%	See above.

TABLE 6 Toryglen

94 Lets

ANNUAL TARGETS 2024/25	TARGET	OUTCOME	COMMENTS
Housing List applicants (including internal Transfers)	30%	(65%) 61	Slightly higher due to newbuild lets in Battlefield/Victoria Development
Nominations and 'Section 5' Referrals from Glasgow City Council & South Lanarkshire Council	50%	(35%) 33	Slightly below target.

TABLE 7 Waiting List Band based on 280 lets across Glasgow & Toryglen offices out with contractual commitments or nomination arrangements)

	TARGET	OUTCOME	COMMENTS
Urgent	20%	(23) 15%	Includes transfers.
High	50%	(126) 80%	Includes transfer
Medium	5%	(0) 0%	Low/no demand from applicants in this banding
Standard	15%	(8) 5%	Low demand from applicants in this banding.

4. Analysis of Housing Supply and Demand

- 4.1. Glasgow Priesthill stock had an addition of 49 new units from new developments in Napier St Linwood and Paisley West end last year, with a further 22 at Paisley west end to be completed in the next month.
- 4.2. Toryglen stock increased by 71 with 28 New build properties at Stroud Rd East Kilbride and 43 new build properties for social rent at the Grange Battlefield (Victoria site).
- 4.3. In addition, to the social rented properties at the Grange there are 61 mid-market rent properties & 11 commercial units (5 in Block 1 & 6 in A2).
- 4.4. Table 8 details the composition of the general needs stock in Glasgow and the West of Scotland as at 31 March 2025. 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
Carnarvon St	6	2	4						12
Civic Court Kirkintilloch									21
Craigbank Rented	6	52	30	4					92
Craigdhu		12							12
Curle Street	6	42							48
Gallowhill		26	42	2	1				71
Glenburn	2	50	4						56
Hawick Ct Yoker	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
Linwood Napier st		37	14						51
Love Street, Paisley		69	34	4					107
Lymburn Street		10							10
MTR Glasgow		1	1						2
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	4	66	20	4					94
Paisley west end (Sutherland st)			9	7					16*
Pollock Scotland			23						23

Appendix 2

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 Paisley Phase 1	8	88	32	12					140
Shortroods Phase 2		4	56	2					62
Shortroods Phase 3	12	29	15						56
Spencer Street Glasgow		32	6						38
St Robert's Priesthill		22	23						45
Stan's Den Priesthill		4	5						9
Station Road, Renfrew		43	16						59
Sutcliffe Road Anniesland	2	22							24
Wellmeadow Street, Paisley	9	18	12						39
Western Park Renfrew		41	26						67
Woodilee	6	21	2						29
Malletsheugh Newton Mearns	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
Toryglen	61	610	267	9					947
East Kilbride	0	28	0	0	0	0	0	0	28
Battlefield (Victoria)	6	37	0	0	0	0	0	0	43
Grand Total	203	2,288	1,207	133	19	1	1	1	3,872*

*Further 19 properties delayed till May 2025

The Association's housing list in Glasgow and the West of Scotland has reduced from 9685 in 2024/25 to 6365 applications this includes 1,260 (Toryglen only). The reduction in waiting list applications is due to the ongoing waiting list review. Phase 2 of the waiting list review has recently commenced.

5. Lettings Strategy 2025/26

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 2025/2026. This would allow for approximately 472 general rented re-lets and new lets over the coming year

5.1.2 The redevelopment of the 1st phase of Paisley's west end redevelopment plan is due to be completed by the end of May 2025, providing 35 houses and flats, slightly later than originally anticipated. These properties are a mix of terraced houses and flats. Phase 2 which includes the Demolition and compulsory purchase orders of vacant properties/commercial units has commenced.

5.1.3 We have recently allocated all 43 units at Victoria Infirmary and have. Development of Myreside Street/Axel Drive, Carntyne will provide a further 126 properties in the summer of 2025 and early 2026.

Beechgrove Homes commenced on site at our latest development at Duncan st Greenock in August 2024 with the first properties due to be handed over in August 2025. Providing (20) 2,3 & 4 Bedroom Houses and (24) 1 and 2 Bedroom flats including 4 that are being specifically built for customers requiring Bariatric housing

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 50 per cent. The 50 per cent allocation of all let's will accommodate this request.

5.2.2 Nomination arrangements for Renfrewshire Council remains 50% for relets and 30% for newbuild properties. 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 have experienced an increase in the 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 In the 2025/26 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 2025/26	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 2025/26	TARGET	COMMENTS
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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 2025/26	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 2025/26	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 2025/26	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 Torglen

ANNUAL TARGETS 2025/26	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 2025/2026	% 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 2025/2026.