**Glasgow Housing Register – Frequently Asked Questions (FAQs) for GHR Website**

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# What is the Glasgow Housing Register?

Glasgow Housing Register (GHR) is a common housing register used to maintain the waiting lists for social rented housing in the Northwest of Glasgow. This was developed in partnership with the Registered Social Landlords (Housing Associations and Co-Operatives) who have houses to let in the area.

Glasgow Housing Register (GHR) has been created to allow applicants for Social Housing to complete a single, online Application Form to apply to more than one Housing Association. Participating Housing Associations are identified here.

# Who Can Apply for Social Housing?

If you are 16 or over, you can apply for Social Rented Housing.

You will need a valid email address to complete a Glasgow Housing Register: Northwest Application Form.

# How Can I Apply for Social Housing in the Northwest of Glasgow?

You can either complete an online application form or come into the offices of any participating Housing Associations to complete an Assisted Application.

To complete an online application form, you will need a valid email address. The email address you provide will become your user name.

# What if I Don’t Have An Email Address?

There are a number of free Email Account Providers, and in most cases, a new email account can be created in a matter of minutes. You can use the links below to create an email account, or you can search on the internet for any other Providers with whom you might prefer to register.

* Google Gmail
* Microsoft Outlook.com
* Yahoo! Mail
* Mail.com

Glasgow Housing Register: Northwest and Participating Housing Associations are not responsible for the content provided by external websites.

# What Happens Next?

When your completed application is received by the participating Housing Associations you have chosen, they will assess and point your application in line with their own Allocations Policy (see below “How Long Will I have to Wait?”).

In some cases, Housing Associations may invite you to their offices to complete a Housing Options Interview. This will further assess your housing need and can offer tailored advice on your personal housing situation.

You will then be contacted with information about your points level and your position on the Waiting List. You may also be asked to provide additional information, including 2 forms of identification, to support your application.

Depending on how many Participating Housing Associations you request to be considered by, you will potentially receive more than one Allocations letter.

# What is Housing Options?

# The following landlords, who are part of the Glasgow Housing Register use Housing Options interviews to get an excellent understanding of the housing needs and aspirations of applicants and to provide advice around what housing options may be available for them:

* Cernach Housing Association
* Charing Cross Housing Association
* Cube Housing Association
* Drumchapel Housing Co-operative
* GHA (Glasgow Housing Association)
* Kendoon Housing Association
* Kingsridge Cleddans Housing Association
* Loretto Housing Association
* Maryhill Housing Association
* NG Homes
* Partick Housing Association
* Pineview Housing Association
* Queens Cross Housing Association
* Yorkhill Housing Association

If you are a tenant of one of these landlords please contact them to organise this interview. If you are not a tenant, but would be interested in moving to one of their properties, please contact the landlord most convenient for you and ask for a Housing Options interview. You will only be asked to have one Housing Options interview, even if you are interested in becoming a tenant of more than one of the landlords above.

A Housing Options interview will take approximately 45 minutes and we will offer solutions tailored to your personal needs.

# How Long Will I Have to Wait?

This will depend on your points and your position on the Waiting Lists of participating Housing Associations and the availability of your choice of house type.

Each Partner Organisation allocates points according to their own Allocations Policies.

Properties are the allocated on the basis of housing need and points are awarded for a range of circumstances to applicants in housing need e.g. overcrowding, medical condition etc.

For Allocation Policy information, please contact the relevant Housing Association

# What if My Circumstances Change?

If your circumstances change, you should inform us immediately either by logging into your Application and updating the relevant information or by contacting any participating Housing Association you requested to be housed by.

# What if I Have Forgotten My Login Details?

Your User Name will be the email address you registered with your application.

Please note, if you have forgotten or no longer have access to that email address you will need to contact any of the participating Housing Associations you requested to be housed by. You will need to supply a new email address and this will be changed in the Glasgow Housing Register and become your new User Name.

You can reset your password here. You will be asked for your email address and to supply the memorable answers you provided when submitting you application.

# How Will My Application Be Reviewed?

Your application will be reviewed regularly by all the participating Housing Associations chosen by you. This is to ensure the information held about you is correct and that you are still interested in social housing in the Northwest of Glasgow.

You must reply to the review, even if your circumstances have not changed. If you do not reply this could result in your application being closed.

Where Can I Get More Information?

You can contact any of the participating Housing Associations directly for more information on their Allocations Policies and Property Availability.

# What if I am Homeless or about to become Homeless?

If you are homeless, or think you might become homeless within the next two months, and you live within the areas covered by the Glasgow Housing Register: Northwest contact:

North West Community Casework Service

30 Mansion Street

Glasgow

G22 5SZ

Phone 0141 276 6169 or 0141 287 3158

Opening times

Mon-Thu 08:45-16:45

Friday 08:45-15:55

If you need advice or assistance outside these opening hours, please contact:

The Hamish Allan Centre

180 Centre Street

Glasgow G5 8EE

Free phone: 0800 838 502

This Centre is open from 4.00pm to 9.00am Monday to Friday. Open 24 hours on Saturdays, Sundays and public holidays.

If you live outside the Northwest Area, please contact your local Community Casework Service

# What is Choice Based Letting?

Some Partners operate a Choice-based letting system. Available properties are advertised on a weekly basis, and you bid for places where you would like to live and which are suitable for you (for example, you can't bid for properties which are too big or too small for your family).

If more than one person bids for a property, it will usually go to the person who has been waiting the longest. Some people may also have special priority, for example, because they are homeless or have health problems.

# What Happens When I Have Been Re-Housed?

Once you have accepted an offer of Housing, your Application Status will be changed to “Housed” and all participating Housing Associations you requested to be considered by will be notified for your application to be removed from their Waiting List.

# How Will My Personal Information Be Used?

The information you supply will be used for the purposes of processing your Housing Application and may be used to verify your eligibility for housing.

Where previous landlord details have been supplied we may contact them for tenancy references.

All information will be held and treated under The Data Protection Act 1998 and where sensitive personal data are supplied this will be managed accordingly.

# Who will have Access to My Personal Information?

Only authorised staff within the participating Housing Associations you have requested to housed by will have access to your Application Information.

Glasgow City Council will receive anonymised statistical data.