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Eildon Housing Association Allocation Guide
Using Choice Based Lettings
www.homehunt.info



And
Eildon Housing Association
Critical Need Waiting List

Homehunt Scotland Partnership

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Eildon Housing Association

Welcome to Homehunt Scotland

Eildon Housing Association a major landlord in the Scottish Borders, together with Cairn Housing Association, a national housing provider and Scottish Borders Council, have joined with other Scottish social landlords using Homehunt Scotland.

Homehunt Scotland is a Choice Based Lettings partnership, which has been designed to give you improved access to affordable rented properties across Scotland. All of the partners share the same housing register and you will be able to apply for all properties advertised by the Homehunt Partners. By offering more choice we hope to create more settled communities and give you more say in where you are housed. This is a simple and straightforward way of letting homes.

Anyone aged 16 or over can register. All you need to do is complete an application form, which can be completed online, downloaded from the Homehunt website or requested from Eildon Housing Association.

Eildon Housing Association properties available for rent via Homehunt are advertised each week at our office, our freephone 0800 587 4868 and online at www.homehunt.info

Generally more than one person applies for a vacant house or flat, so there are some simple rules to help us decide who should receive the first offer of the property. Eildon Housing Association allocates in the Scottish Borders area.

We hope you like this approach to letting properties.

Happy homehunting!



Nile Istephan
Chief Executive
Eildon Housing Association

How to Register

You need to register with us before you can apply for a property. The simplest way is to apply online at www.homehunt.info

Registration can also be completed at Eildon Housing Association office. Or you can contact us to have an application posted to you.

You will be asked every year to review your registration and confirm you wish to remain registered.

Once you are registered, depending on your circumstances, you may qualify for priority. The online system will suggest priority forms for completion which you can complete along with your registration. However priority will not be assessed until the registration process is complete.

The registration and priority assessment process will take longer if you request contact by mail as we will post the appropriate priority forms for you to complete and return.

Applying for Properties

When you have a live registration you can apply for any advertised property as long as the property is suitable e.g. it would not result in overcrowding or there are no restrictions on who can apply stated in the advertisement such as, sheltered housing which is normally reserved for those of retirement age and above.

Properties available via Choice Based Lettings are advertised online at www.homehunt.info and you can place your bid by logging into your registration. You can also do this in person at any landlord office or by telephone **but you must do this before the closing date and time specified in the advert.** If you have priority this will be recognised automatically if the property you are registering interest in meets your priority needs.

You can bid for a maximum of five advertised properties in the weekly cycle. However, if you qualify for more than one offer at the same time we will assume that the property you bid for first is your first choice, and so on. If you qualify for an offer on one property we will disregard any later applications you have made.

If there are no suitable properties advertised or perhaps it is not a convenient time to move there is no need to bid. However if you have Priority and you don't bid for suitable properties you risk losing your priority.

Priority Housing List

Applicants registered with Homehunt who have been awarded platinum priority will not be required to bid. Instead they will be directly matched to an empty property which meets their health, housing and personal needs.

Offers of Property

Eildon Housing Association will normally contact the successful applicant by telephone within 1 working day of the closing date. If you do not hear from us within this timescale you have probably been unsuccessful on this occasion and you should continue to apply for properties which suit your needs.

Once the closing date and time has been reached everyone who applied for each advertised property will be considered and an offer will normally be made according to the following steps:

1. The applicant/s who would make 'best use' of the property – for example, by using disabled adaptations or by using all the available bedrooms will be considered first.
2. If there is more than one applicant who would make 'best use' of the property we will offer it to the person with the highest level of priority.
3. If there is more than one person with the same level of priority then the offer will go to the person who has been in priority need longest. (Date of priority award)
4. If there is more than one applicant with the same level and date of priority - or if there is more than one applicant applying and no-one with priority, then the offer will go to the person who registered with Eildon Housing Association first.

There are some exceptional circumstances when this may not apply – if you would like more information about this please ask for a full copy of the Eildon Housing Association allocation policy.

When you are provisionally offered a property by Eildon Housing Association your registration will be placed on hold. We will request references at this point. While you are considering the offer you will be unable to bid for any other vacancies. If you do not contact the relevant landlord within three working days of the provisional offer we will assume that you wish to refuse the offer. You are requested to complete and return the appropriate page of the provisional offer to the relevant landlord whether you are refusing or accepting.

You will be able to view the property before signing a tenancy agreement.

If you refuse two offers without having a reasonable cause, your registration will be suspended and you will not be able to apply for properties for a period of six months.

Priority for Housing

Priority is awarded to registered applicants who have a ‘significant housing need.’ This means that the majority of applicants won’t actually be eligible for priority and we expect to offer many of our properties to people without this.

Priority is given in the following areas, at either Platinum, Gold, Silver or Bronze level. The table below shows which levels may be awarded:

Priority Type	Priority Level			
	Platinum	Gold	Silver	Bronze
Statutory Homelessness	✓			
Specified Critical Needs (Homeless Prevention)	✓			
Management Transfers / Decants (Eildon Tenants only)	✓			
Wheelchair and specially adapted housing	✓			
Health Assessment (grade A, B or C)	✓		✓	✓
Overcrowding		✓		
Under-Occupancy of social housing		✓		
Unsatisfactory Housing Conditions		✓		
Armed Forces Veterans		✓		
Prevention of Homelessness			✓	
Social, community and family support				
Carer support			✓	✓
Employment Education				
Transfer with no priority (Eildon tenants only)				✓

Gold, Silver and Bronze priority is awarded for six months. If you are awarded priority and do not bid for all suitable advertised properties which meet your needs, at the end of the six months your priority will be reviewed and may be removed. If no suitable properties have been advertised, or you have applied for all suitable properties but were unsuccessful, your priority will be automatically renewed.

Silver priority for under-occupation has no expiry date and so will remain active until you are housed whether it is used for every suitable property or not.

Platinum priority will be held on Eildon Critical Housing Waiting List and reviewed every three months. Applicants on this list are not required to bid for properties. Instead they will be directly matched to an empty property which meets their health, housing and personal needs. If two offers are refused priority will be reviewed and may be removed. The application will be returned to the Choice Based Lettings system where bidding will be required.

How to Apply for Priority

If you fall into one of the following groups, you can apply for priority to be awarded to your registration.

- Are you **homeless**, or about to become homeless within 56 days or experiencing harassment including domestic violence which prevents you from returning to your home? Or, are you having to leave your current home due to relationship breakdown or other valid reason preventing you continuing to live there?
- Is your **health** affected by your current housing situation and could be improved by a move to a different type of property?
- Is your accommodation **overcrowded** - do you need a bigger property?
- Is your accommodation **under-occupied** –are you a Local Authority or Registered Social Landlord tenant in Scotland, do you need a smaller property?
- Is your **property unsatisfactory** - has your property been assessed by your Local authority as being legally below the ‘tolerable standard’ for healthy occupancy?
- Is there a reason why you need to reside within a **specific community**, eg to provide care or support to a close family member, or move for employment or education opportunities?
- Do you have a planned discharge from the **armed forces** or have been discharged in the past year? (tick the statutory need on the registration form and we will contact you for details)

Please complete the relevant priority application form online by logging into your homehunt registration, or request relevant priority forms from Eildon Housing Association to be posted which you can return by post or in person at the office.

If you are about to become homeless, contact Scottish Borders Council Homelessness Services to arrange an appointment. (01896 661 385)

Please note Eildon cannot award homelessness priority until a referral has been received from Scottish Borders Council.

If you are assessed as requiring priority from Homelessness services a referral will be made to one of the registered social landlords with properties in the area you wish to live. If you do not live in the Scottish Borders please contact your Local Authority.

Priority Awards

If you are awarded Priority it may only apply for a specific area or areas or to a particular type of property, eg ground floor. In some cases you can decide your priority limits but certain limits are decided by Eildon Housing Association, or by Scottish Borders Council who assess Homelessness. See tables page 7.

Your priority will only be valid for properties that meet your pass limits. You can still apply for properties which do not meet your pass limits, however, your priority will not be recognised. Pass limits include areas, property features and property types.

Please only complete the priority application forms which you think you may qualify for. There is no need to fill in any details or complete any priority forms if these do not apply to your circumstances.

If you think that you qualify for priority in more than one group please complete all the forms that apply and we will award the highest level of priority.

Who can limit priority in towns/villages/areas				
Priority Area	Applicant	Eildon Housing Association	Scottish Borders Council	Applicant 2nd
Homelessness		✓	✓	✓
Specified Critical Needs	✓	✓		
Management Transfer	✓	✓		
Wheelchair /Adapted housing	✓	✓		
Health Assessment		✓		✓
Overcrowding	✓			
Under-Occupancy	✓			
Unsatisfactory Housing	✓			
Armed Forces Veterans	✓			
Prevention of Homelessness		✓	✓	
Social, community and family support		✓		
Transfer with no priority	✓			

Who can limit priority to property features		
Priority feature	Applicant	Eildon Housing Association
Property Type (e.g. bungalow)		✓
Ground Floor Accommodation	✓	✓
Wheelchair Access	✓	✓
Fully Wheelchair adapted	✓	✓
Level Access Shower		✓
Walk in shower (cubicle)		✓
Sheltered Housing	✓	✓

Assessment and Timeframes

We will aim to assess all priority applications within 10 working days from receipt of all required information.

When Priority is not awarded

If you decide to move and the move worsens your housing circumstances, you may not be awarded priority for these circumstances for six months even if you would normally qualify for this in your new home.

Suspensions

We may suspend an application from receiving an offer of housing in certain circumstances

Examples of when registrations are suspended include:

- If you or anyone to be housed with you has outstanding rent arrears of more than one month or any tenancy related debt, eg rechargeable repairs relating to a current or previous tenancy with any landlord. Suspension will remain in place until you advise that debt has been reduced to under one month rent charge or have maintained a repayment arrangement for at least 3 months. References will then be sought to confirm this information.
- If you or anyone to be housed with you has been evicted for anti-social behaviour or been the subject of an Anti-Social Behaviour Order or Criminal Anti-Social Behaviour, we will make enquiries to ensure that such behaviour has ceased and is unlikely to re-occur.
- If you intentionally give false or misleading information in an attempt to secure an offer of property we will review and may withdraw any priority you have, and suspend your registration for six months. If a tenancy has started, we will take steps to recover the property.
- If you refuse two offers without having a reasonable cause, your registration will be suspended and you will not be able to apply for properties for a period of six months.
- Unacceptable behaviour towards staff

If you would like more information on the above, please contact us about your registration.

Lettings Feedback

A Lettings Feedback Report is available at www.homehunt.info This gives information on how many bids there were for a vacancy and whether the successful applicant had priority. This gives everyone some idea of the demand for different properties and may help you to make realistic choices about where you want to live.

Where to go Homehunting

Our adverts appear weekly at www.homehunt.info Eildon Housing Association website and office.

Finally, if you need any help or advice at any time or you have any comments you would like to make, please contact Eildon Housing Association office or

Email: allocations@eildon.org.uk



Eildon Housing Association will produce this information on request in,
Large Print and Community Languages.

To find out more, please telephone 03000 200 217.

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Privacy Notice – Fair Processing

This privacy notice sets out who we are, what data we collect about you and how we use the data we collect. It will provide you with information about your rights under the General Data Protection Regulation (EU) 2016/679 [GDPR] and the Data Protection Act 1998 (as amended) [the Data Protection Legislation]. It will also tell you how to action these rights.

In order to register your need for housing we need to process the personal information (data) that you provide in your application. This information will be held either on paper or electronically. We recognise the need to treat it in an appropriate and lawful manner. The purpose of this notice is to make you aware of how we will handle your information.

1. Who we are: Homehunt Partners is a group of individual landlords, consisting of the following:

Berwickshire Housing Association, a Scottish Charity (Scottish Charity Number SCO42342), a registered society under the Co-operative and Community Benefit Societies Act 2014 with Registered Number 2482R (S)

Castlehill Housing Association, a Scottish Charity (Scottish Charity Number SCO13584), a registered society under the Co-operative and Community Benefit Societies Act 2014 with Registered Number L0968

Castle Rock Edinvar Housing Association, a Scottish Charity (Scottish Charity Number SC006035) and part of the Places for People Group.

Eildon Housing Association, a Scottish Charity (Scottish Charity Number SCO15026), a registered society under the Co-operative and Community Benefit Societies Act 2014 with Registered Number 1757R(S)

East Lothian Housing Association, a Scottish charity and registered social landlord under the Housing (Scotland) Act 2001 (Scottish Charity Number SC028900). Registered under the Co-operative and Community Benefit Societies Act 2014 No. 2266R(S)

Grampian Housing Association Limited, a registered society under the Co-operative and Community Benefit Societies Act 2014 (Register Number 1769R(S)), a recognised Scottish Charity (Charity Number SC042023)

Link Housing Association Limited, part of Link Group Limited. Link Group Limited is a registered society under the Co-operative and Community Benefit Societies Act 2014, Registered Number: 1481 R(S), Registered Office: It is a Charity registered in Scotland, Charity Number: SC001026 and a Registered Social Landlord with the Scottish Housing Regulator, Registration Number: HAL 148

Ochil View Housing Association Ltd, a Scottish Charity (Scottish Charity Number SC033130, a registered society under the Co-operative and Community Benefit Societies Act 2014 with Registered Number 2310R (S)

Sanctuary Scotland Housing Association Limited, a Registered Social Landlord - HEP 302 and a Property Factor registered in Scotland (No PF000124) Registered Society No 2508RS and a charity registered in Scotland No. SC024549. Sanctuary Scotland Housing Association Limited is a subsidiary of Sanctuary Housing Association.

Each landlord is registered as a data controller with the Information Commissioner's Office [ICO]. The terms "we" and "us" in this document refer to any or all of these partner landlords.

Homehunt is the operating name for our choice based lettings system that is provided by Housing Partners Limited. Housing Partners Limited is also registered as a data controller with the Information Commissioner's Office.

Principle	What Homehunt Partner Landlords Have to do
1. Lawfulness fairness and transparency	We need to be clear and upfront about what we use your data for.
2. Purpose limitation	We will only use your data for specific reasons which are set out in this guide.
3. Data minimisation	We will only collect data which is necessary for us to provide a service to you and will delete data when it becomes out of date.
4. Accuracy	We will ensure that any personal data we collect is correct and up to date.
5. Storage limitation	We will keep only what's necessary in line with our Data Retention Schedule.
6. Integrity and confidentiality	We will ensure we have appropriate security to protect the data we process about you.

We aim for this privacy notice to be clear but comprehensive and provide you with all the information you need to understand how we will manage your data.

2. What is Data

Personal Data means any identifiable information about a living person. This can include:

Name, Address, Telephone Number, Date of birth, Household composition

Special categories of personal data are defined as personal data relating to a person's:

Racial or ethnic origin, Political opinions, Religious or other beliefs, Trade Union membership, Health, Sex life or sexual orientation, Genetic or biometric data used to uniquely identify a person

As Homehunt Partner landlords are controllers of your personal data, they are responsible for the safeguarding of the data you provide. When you register you will be asked to identify which landlord you want as your 'lead' landlord.

What are the conditions of processing?

The conditions of processing mean that there needs to be a lawful reason for processing your data. We have to make it very clear why we process your data and the reason must fall into one of the following conditions.

For Personal Data

Consent	You have given your consent to the processing of your personal data.
Contractual	Processing of personal data is necessary for the performance of a contract with you or for Homehunt Partners to take pre contractual steps at your request.
Legal Obligation	Processing of personal data is necessary for Homehunt Partners to comply with a legal obligation.
Vital Interests	Processing of personal data is necessary to protect your vital interests or another individual's vital interests (this means life or death situations).
Public Task	Processing of personal data is necessary for the performance of a task carried out in the public interest or in the exercise of official authority conferred on Homehunt Partners
Legitimate Interests	Processing is necessary for Homehunt Partners' legitimate interests or a third party's legitimate interests, unless these interests are overridden by your interests or fundamental rights.

For Special Categories of Personal Data

Explicit Consent	You have given your explicit consent to the processing of your personal data.
Employment Law	Processing is necessary for carrying out obligations under employment, social security or social protection law.
Vital Interest	Processing is necessary to protect your vital interests of or another person's vital interests where the data subject is physically or legally incapable of giving consent.
Legal Claims	Processing is necessary for the establishment, exercise or defence of legal claims.
Public Interest	Processing is necessary for reasons of substantial public interest, under law.
Medical Diagnosis and Treatment	Processing is necessary for the purposes of the provision of health or social care or treatment or the management of health or social care systems.

3. Your Rights

You have a number of rights under the Data Protection Legislation which are outlined and explained below.

The right to be informed how your personal data is processed

This guide informs you how your data will be processed and sets out clearly Homehunt Partners' lawful basis for processing.

The right to access your personal data

You can submit a Subject Access Request to access the personal data that any Homehunt Partner landlord holds about you. You can do this by writing to your nominated lead landlord at the following address:

Berwickshire Housing Association: The Data Protection Officer, Berwickshire Housing Association, 55 Newtown Street, DUNS TD11 3LS. Email: data@berwickshirehousing.org.uk

Castlehill Housing Association: Gail Robertson (Director of Housing Services), Castlehill Housing Association, 4 Carden Place, Aberdeen AB10 1UT. Email: info@castlehillha.co.uk

Castle Rock Edinvar Housing Association: Data Protection Officer, Castle Rock Edinvar, 1 Hay Avenue, Edinburgh EH16 4RW. Email: dataprotection@castlerockedinvar.co.uk

East Lothian Housing Association: Data Protection Officer, East Lothian Housing Association, 18-20 Market Street, Haddington EH41 3JL. Email: enquiries@elha.com

Eildon Housing Association: Data and Information Officer, Eildon Housing Association, The Weaving Shed, Ettrick Mill, Dunsdale Road, Selkirk TD7 5EB. Email: CorporateServicesTeam@eildon.org.uk

Grampian Housing Association: Data Protection Officer, Grampian Housing Association, 74 Huntly Street, Aberdeen AB10 1TD. Email: dataprotection@grampianhousing.co.uk

Link Housing: Data Protection Officer, Link House, 2c New Mart Road, Edinburgh EH14 1RL. Email: data-management@linkhalt.co.uk

Ochil View Housing Association: Head of Finance and Corporate Services/Depute Director, Ochil View Housing Association, Ochil House, Marshall, Alloa FK10 1AB. Email: customerservices@ochilviewha.co.uk

Sanctuary Scotland Housing Association: Data Protection Officer, Sanctuary Scotland, Sanctuary House, 7 Freeland Drive, Glasgow G53 6PG. Email: Data.Protection@sanctuary-housing.co.uk

The landlord will then have 30 days to respond to your request. As part of the subject access request process we will ask for two forms of identification to be submitted before any information is released.

The right to rectification

If any of the personal data we hold about you is wrong, you have the right to ask us to correct it.

The right to erasure

You may request that Homehunt Partners erase any of your personal data that is processed by us. This is also known as the 'right to be forgotten'. Please note that this is subject to a number of exemptions and so is not an absolute or automatic right and will be considered under the processing principles.

The right to restrict processing

If you believe that we are processing personal data unlawfully, where it is no longer needed or think that the personal data held is inaccurate you can ask us not to process that personal data.

The right to data portability

If you wish to move to another landlord, you can ask us to pass on the personal data we hold about you to the new landlord, where you have provided that personal data to us and we have been processing it to perform a contract with you.

The right to object

You have the right to object to our processing of your personal data. However, if Homehunt Partners can demonstrate that there is an appropriate 'condition of processing' in place then we may refuse to stop processing your personal data.

Rights in relation to automated decision-making and profiling

You have the right not to be subject to a decision solely based on automated processing. If a decision is made by an automated process you may ask to have the decision investigated by a member of staff.

How to action your rights under the Data Protection Legislation

Reporting a data breach

A personal data breach means a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data. If you think there has been a data breach please contact your lead landlord.

The right to complain to the Information Commissioner's Office

If you have a concern about the way Homehunt Partners is processing your personal data, you can raise a complaint with the Information Commissioner's Office.

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Telephone 0303 123 1113 Website www.ico.org.uk

Marketing

We will never share or sell your personal data to a third party for marketing purposes.

Keeping your information secure

We store personal information both electronically and in paper form. We implement security policies, processes and technical security solutions to protect the personal information we hold from:

Unauthorised access, Improper use or disclosure, Unauthorised modification, Unlawful destruction or accidental loss

We'll do what we can to make sure we hold records about you (on paper and electronically) in a secure way, and we'll only make them available to those who have a right to see them. Examples of our security include:

Encryption, meaning that information is hidden so that it cannot be read without special knowledge (such as a password). This is done with a secret code or what's called a 'cypher'. The hidden information is said to then be 'encrypted'.

Pseudonymisation, meaning that we'll use a different name so we can hide parts of your personal information from view. This means that someone outside of Homehunt Partner landlords could work on your information for us without ever knowing it was yours.

Controlling access to systems and networks allows us to stop people who are not allowed to view your personal information from getting access to it.

Training for our staff allows us to make them aware of how to handle information and how and when to report when something goes wrong.

Regular testing of our technology and ways of working including keeping up to date on the latest security updates (commonly called patches)

When you contact us, we may ask you to provide us with some information so that we can confirm your identity. If other people (e.g. family members, support workers, solicitors) act on your behalf we will take steps to ensure that you have agreed for them to do so. This may include asking them to provide us with supporting information to indicate your consent. We do this to protect you and to make sure that other people cannot find things out about you that they are not entitled to know.

Employees and third parties who have access to, or are associated with the processing of, your personal information are obliged to make reasonable efforts to safeguard it.

Where in the world is your information?

The majority of personal information is stored on systems in the UK. But there may be some occasions as our technology services progress where your information may leave the UK either in order to get to another organisation or if it's stored in a system outside of the EU.

We will always have additional protections on your information if it leaves the UK ranging from secure ways of transferring data to ensuring we have a robust contract in place with that third party. We'll take all practical steps to make sure your personal information is not sent to a country that is not seen as 'safe' either by the

4. What data we need

To allow us to provide the service you would expect from us, we process the personal information you provide which includes:

Your name, Address and previous address(es), Telephone number(s), E-mail address, Date of birth
Names and dates of birth of those currently living in with you
Names and dates of birth of those who will be moving with you
Previous tenancy history including landlord contact details
Information about your health or disability
Information about your current housing circumstances
Information about any criminal convictions
Information about complaints of anti-social behaviour made against you or a member of your household
Information about your income in relation to affordability of a private let
Arrears information for current or previous tenancies
Employment details where relevant to any priority application
Details of anyone you nominate to act on your behalf

Why we need it: As Registered Social Landlords we are guided by legislation in who we allocate houses to and need to assess housing need to do that effectively. The information you provide allows us to make that assessment. It also identifies your housing requirements and enables you to bid for appropriate housing. We will also on occasion ask for your opinion of the service.

Other ways that your information is used are;

To ensure that information is available to partner landlords should you want to bid for properties in their areas.

For reporting anonymised statistical information including Annual Return Charter and Committee reports

To enable us to respond to queries or complaints you have about your housing application

To communicate with you regarding your application and provide information to help you to bid for suitable available properties.

Where we store your data: We store your information in the 'Homehunt System' – this is basically a large database, an electronic web based information storage system. We also receive some information on paper based forms, these are scanned into the Homehunt System and stored with your individual registration. It's also possible, if you have contacted us by email, that some information will be held in the email system.

How long we will keep your information: We will keep your data for as long as you have an active application for housing. We will write to you annually to ensure that you are still looking for a property. If we cannot contact you or if you indicate that you do no longer want to be registered, we will withdraw your housing application and anonymise your data for reporting purposes.

Data Type	Condition of Processing
Personal Data	The Housing (Scotland) Act 1987 (as amended) The Housing (Scotland) Act 2001 The Housing (Scotland) Act 2006 The Housing (Scotland) Act 2014 (once enacted)
Special Category Data	The Housing (Scotland) Act 2001, section 105 The Scotland Act 1998, Schedule 5, section L2 The Equality Act 2010

Sharing your Information: The information you provide to us will be treated by us as confidential. When verifying the information you have provided we will contact those third parties that you have listed in your application.

Receiving data about you: Where appropriate we will also receive the following information from third parties:

Medical information from Occupational Therapist, hospital and GPs or any other medical professional to support your application;

Social Work or any other supporting agencies in relation to your application for housing

References from previous or current tenancies which will include information about rechargeable repairs, outstanding debt and complaints of anti-social behaviour.

Updating your information: If your details change, please contact your lead landlord to inform us so that all of the information we hold about you is up to date.

