

Information Booklet Applying for Housing



This information booklet is a guide to the location of properties, how often properties are let and the number of points awarded for South Ayrshire Council and Ayrshire Housing applicants.

It should help you make informed decisions when completing your application form regarding the areas you wish to live in and the type of properties available.

Due to high demand for housing, South Ayrshire Council and Ayrshire Housing prioritise the allocation of their properties based on housing need. Please note that South Ayrshire Council and Ayrshire Housing operate separate allocations policies and allocations systems.

We assess the number of points to be awarded based on the information you provide in your application form. Information on how points are awarded is included within this booklet.

If you are unsure of any information within this booklet, or have an enquiry about completing your application form please contact any of the offices as detailed on the back of this booklet.

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South Ayrshire Council - Stock Turnover Report

To help you choose which area and size of property you would consider we offer a stock turnover report. This report shows the number of properties let in each area, the total number of properties we own and the average length of time an applicant waited to be housed.

The full report can be accessed at www.south-ayrshire.gov.uk/housing/stock.aspx or by contacting your local housing office.

Here is how the information appears within the report:

2 BEDROOM GROUND LEVEL/AMENITY LIST					
AREA OFFICE	LETTING NEIGHBOURHOOD	LETS 01/04/10 to 31/03/11	LETS 01/04/11 to 31/03/12	LETS 01/04/12 to 31/03/13	TOTAL PROPERTIES as at 31/03/13
AYR	ANNBANK	1	2	0	26
	ANNPIT	0	0	1	12
	AYR RURAL	0	0	1	2
	AYR SOUTH CENTRAL	1	0	0	2
	BRAEHEAD	0	0	0	2

SOUTH AYRSHIRE COUNCIL HAS NON SHELTERED ACCOMMODATION FOR RENT IN THE FOLLOWING AREAS:

AYR NORTH

ANNPIT	Churchill Crescent	Paterson Street
Annpit Road	Craigie Way	Stewart Road
Bellesleyhill Avenue	Craigielea	
Callendar Place	Dunlop Terrace	JAMES BROWN AVE
Edenhall Road	Hayhill	James Brown Avenue
Georges Avenue	James Campbell Road	
Maryfield Place	Lymburn Place	LOCHSIDE
Maryfield Road	Robertson Crescent	Back Hawkhill Avenue
McCalls Avenue		Farrell Place
Newton Park Court (flats)	DALMILLING	Ferguson Street (
Northfield Avenue	Bluebell Grove	2-44 even) &
Seaforth Crescent	Cherry Blossom Way	(1-43 odd)
Seaforth Road	Daisy Place	Galloway Avenue
Springbank Road	Dalmilling Crescent	Gould Street
St Georges Road	Dalmilling Drive	(12-70 even) &
West Sanquhar Road	Dalmilling Road	(1-141 odd)
White Street	Drummond Crescent	Lawson Street
	Fulshaw Crescent	Lochside Road
BRAEHEAD	Harthall	Mclean Street
Braemar Square	Mainholm Crescent	Murray Street
Braeside Road	Mainholm Road	Ross Street
Cowan Crescent	Oakwood Avenue	Somerset Gardens
Ferguson Street	Sannox Place	Walker Road
(46 – 116 even) &	Sannox View	Wills Road
(45 – 215 odd)	St. Catherine's Road	Wilson Street
Glenmuir Road	Thornwood Avenue	
Gould Street (72 – 108	Thornyflat Drive	NEWTON GREEN
even) & (143 – 187 odd)	Thornyflat Road	Allison Street
Lindsay Street	Thornyflat Street	Belvidere Terrace
Sloan Place	Westwood Avenue	Glebe Crescent
Sloan Street	Westwood Crescent	Glebe Road
Thomson Street		Green Street
	HEATHFIELD	Taylor Court
CRAIGIE	Heathfield Road	Taylor Street
Beechgrove	Hunters Avenue	Viewfield Road
Blackhouse Place	Mossie Road	Waggon Road
Campbell Court	Noltmire Road	Weaver Street

AYR NORTH

NEWTON GREEN (continued) York Street York Street Lane	Strathayr Place Victoria Street	WHITLETTS Glenmuir Place High Road Low Road Main Road Nurseryhall Whitletts Road
NORTH CENTRAL Church Court Content Street Craigie Avenue Craigie Road Davidson Place Elba Street George Square George Street James Street John Street Kings Court Limonds Wynd Macadam Place Macadam Square	RIVERSIDE PLACE Riverside Place (Amenity Housing)	
	WALLACETOWN Argyle Park Duke Terrace Nelson Place Phillips Square Princes Court Russell Drive	WOODFIELD Falkland Place Falkland Road Lisburn Road Marchfield Quadrant Marchfield Road Oswald Road Oswald Place Prestwick Road Woodfield Avenue Woodfield Crescent Young Street
	WESTOAK FLATS Blocks: - 17 Harthall 2-14 Oakwood Avenue 69-79 Westwood Avenue 30 Thornyflat Drive	

AYR SOUTH

AYR RURAL Alloway (1 house only) Rozelle Terrace (3 houses) Adamton Estate (1 house only)	Glenconner Road Hillfoot Road Holmston Drive	Honeysuckle Park Iris Court Kincaidston Drive Marguerite Place Marigold Square Primrose Park Rush Hill Sorrell Drive Speedwell Square Stonecrop Place Thistle Walk Trefoil Place
FOREHILL/GLENCAIRN/ HOLMSTON Afton Court Armour Drive Caledonia Road Cessnock Place Cunningham Crescent Cunningham Place Gavin Hamilton Court Glencairn Road	KINCAIDSTON Bracken Park Campion Court Celandine Bank Cornhill Cranesbill Court Crocus Bank Fern Brae Foxglove Place Gorse Park Harebell Place Heather Park	OLD BELMONT Southfield Park (9)

AYR SOUTH

SOUTH BELMONT	Peggieshill Road	(1 house only)
Anderson Crescent	The Mount	High Street (4 houses)
Annfield Glen Road	Woodlands Crescent	Kyle Street
Burnbank Road	Woodpark	Mill Street
Dalmellington Road		Mill Wynd
Fenwickland Avenue	AYR SOUTH CENTRAL	Smith Street (2 houses)
Fenwickland Place	Academy Street	
Glendale Crescent	(1 house only)	SNOWDROP
Glendale Place	Blackfriars Walk	SQUARE FLATS
Highfield Road	Dalblair Road	Snowdrop Square

KYLE

COYLTON	CRAIGIE VILLAGE	Afton Avenue
Arthurston Terrace	Harelaw Terrace	Arcon Avenue
Ayr Road	(1 houses)	Barwheys Drive
Barclaugh Drive	Sidehead Terrace (3	Brocklehill Drive
Carbieston Avenue	houses)	Drumley Avenue
Corsehill Crescent		Drumley Drive
Craigview	ANNBANK	Hillpark
Dalblair Crescent	Braeside	Martin Avenue
Duchray Place	Brocklehill Avenue	Mauchline Road
Gallowhill Quadrant	Browns Crescent	Miller Place
Hillhead	Dunlop Avenue	Mossblown Court
Joppa	Goodwin Drive	Mossgreen Place
Lorne Terrace	Weston Avenue	Osbourne Avenue
Manse Road	Whitehill Crescent	Raggithill Avenue
Park Terrace	Whitehill Drive	Sandyford Road
Woodhead Road	MOSSBLOWN	Sloan Avenue
		Southside Avenue
		Whiskeyhall

TARBOLTON

Alton Avenue	Garden Street	Princes Street
Back Street	Hodge Court	Sandgate
Beechwood Road	James Street	School Avenue
Craigie View	Langlands Drive	Smithfield Crescent
Croft Street	Mansefield Road	Springfield Road
Fail Avenue	McLeod Court	Westport
Gallowhill Avenue	Montgomerie Street	

PRESTWICK

ARRAN PARK FLATS

Bennan House

Corrie House

Kildonan House

Laggan House

Torbeg House

PRESTWICK CENTRAL

Main Street

Midton Road

Templerigg Court

Templerigg Street

The Riggs

EASTFIELD

Carnell Crescent

Carnell Terrace

Crosbie Terrace

Dundonald Terrace

Greenan Terrace

Loudon Terrace

Newark Terrace

Wallace Court

EAST ROAD

Ardfin Road

Carradale Drive

Creran Court

Devilla Court

Fearnoch

GLENBURN

Berelands Road

Blackford Crescent

Farm Road

Langcroft Avenue

Manson Avenue

Newdykes Road

Orangefield Drive

Shaw Road

MARCHBURN

Adamton Road North

Clune Drive

Ferguson Avenue

Indale Avenue

Marchburn Avenue

Outdale Avenue

Raith Avenue

Raith Terrace

Rowanbank Road

Sanquhar Avenue

St Quivox Road

Whiteside Road

Whiteside Terrace

MONKTON

Charles Avenue

Coronation Street

Firhill Drive

Main Street

Queens Drive

Tarbolton Road

MOORFIELD

Bellevue Crescent

Bellevue Road

Biggart Road

Cunninghame Road

Moorfield Road

St Andrews Avenue

St Cuthberts Road

MOSSBANK

Mossbank

PLEASANTFIELD

ROAD FLATS

Colonsay House

Cumbrae House

Lismore House

Rathlin House

PRESTWICK TOLL

Adamton Road South

Afton Avenue

Ayr Road

Doon Avenue

Fernbank

Lugar Crescent

Nursery Avenue

Pleasantfield Road

Waterloo Road

Wellington Street

SYMINGTON

Brewlands Crescent

Brewlands Drive

Brewlands Road

Dankeith Drive

Dankeith Road

Main Street

WOODPARK FLATS

Birch House

Elder House

Larch House

Pine House

Rowan House

Spruce House

TROON

BARASSIE

Barassiebank Lane
Burnfoot Avenue
Burnfoot Way
Johnston Drive
Kyle Drive
Muir Drive
North Shore Road
Queens Drive
Walker Avenue
Wallace Avenue
Young Avenue

BARASSIE FLATS

Dunlop Court
Kelvin Court
Murdoch Court
Symington Court
Telford Court

TROON CENTRAL

Bank Street
Cavendish Place
Dallas Court
Dallas Place
Templehill
Union Street
Welbeck Crescent

DUNDONALD

Auchans Avenue
Auchans Drive
Bruce Avenue

Castle Drive
Cochrane Avenue
Cochrane Drive
Dybridge Road
Fullarton Avenue
Gulliland Avenue
Kilmarnock Road
Newfield Drive
Stuart Place
Wallace Avenue
Warly Drive
Warly Place

HARBOUR

Ailsa Road
Craig Road
Harbour Road
Kennedy Road
Titchfield Road

LOANS

Collenan Avenue
Crossburn Terrace
Hall Lane
Seaview Terrace

LOGAN DRIVE

Birch Way
Brodie Avenue
Brown Avenue
Donald Crescent
Dundonald Road
Hawthorn Place

Gillies Street
Laburnum Grove
Logan Drive
Maple Grove
Marr Drive
Rowan Place
Willow Lane

MUIRHEAD

Afton Gardens
Aldersyde Avenue
Buchan Road
Central Avenue
East Grove
Lochlea Avenue
Merrick Avenue
Mossgeil Avenue
North Drive
Sandhill Gardens
South Drive
West Crescent
West Grove

MUIRHEAD FLATS

Baird Court
Ferrier Court
Fleming Court
Macadam Court
Maclaren Court
McMillan Court
Ramsay Court
Simpson Court
Smeaton Court

MAYBOLE

CAIRN
Cairnfield Avenue
Kirkmichael Road
The Loaning
Vicarland
Swan Court

DAILLY ROAD
Dailly Road
Miller Terrace

FINEVIEW
Fineview Place

GARDENROSE
Enoch Road
Glenalla Road
Minnoch Crescent

HICKS AVENUE
Allans Hill
Hicks Avenue

HIGH STREET
Cassillis Road
Cassillis Terrace
High Street
Kirkwynd

McDowall Terrace
Whitehall
Whitehall Court

KINCRAIG
Chesney Grove
Kincraig Avenue
Kincraig Crescent
Queens Terrace

LADYWELL
Coral Glen
Ladywell Road
Ladywell Terrace
Society Street

MANSE STREET
Abbot Street
Cemetery
Drumellan Street
John Know Street
Manse Street

MURRAY GARDENS
Murray Gardens

SCHOOL VENNEL
Greenside
School Vennel

ST CUTHBERTS
Bryants Close
Kirkland Street
St Cuthberts Road
St Cuthberts Street

THE CROFT
Coral Hill
Dunlop Terrace
Hutchison Street
Roderick
Lawson Terrace
Welltrees Square
Welltrees Street

THE GLEBE
Crosshill Road
Glebe Crescent

WHITEFAULDS
Academy Quadrant
Mochrum Avenue
Whitefaulds Avenue
Whitefaulds Crescent
Whitefaulds Quadrant

GIRVAN

COALPOTS
Arran Court
Assel Place
Ballochtoul
Byne Court
Byne Cottage
Coalpots Road
Cuddieston

Gregg Place
Inglis Way
McCulloch Road
Urnfield
Whiteford

GIRVAN NORTH
Ardmillan Road

Bourtreehall
Carrick Street
Lendal Quadrant
Maxwell Street
Penkill Road
Troweir Road

GIRVAN (continued)

GLENDOUNE
 Beech Way
 Birch Terrace
 Cherry Drive
 Chestnut Drive
 Elder Avenue
 Elm Court
 Hawthorn Drive
 Linden Avenue
 Maple Drive
 Pine Quadrant
 Rowan Road
 Sycamore Drive
 Willow Drive

HENRIETTA
 Firth Terrace
 George Street
 Henrietta Street
 Kirkwood Place
 Young Street

MONTGOMERIE
 McMillan Court
 Montgomerie Street
 Old Street

MOTEHILL
 Dowhill Road

Fauldribbon Road
 Hervey Road
 Kerr Court
 McMaster Terrace
 Motehill Crescent
 Motehill Road
 Park Road
 Piedmont Road
 Roxburgh Road
 Saughhill Road
 Shalloch Square
 Smith Crescent
 Snow Street
 Todd Street

NORTH CARRICK

CROSSHILL
 Carrick Drive
 King Street
 Kirkbride Crescent
 Kirkmichael Road

DUNURE
 Arran View
 Carrick Place
 Kennedy Drive

KIRKMICHAEL
 Bolestyle Crescent
 Bolestyle Road
 Maybole Road
 Woodside Avenue

KIRKOSWALD
 Balvaird Road
 Cairnhill Place
 Main Road
 Merkland Place
 Merkland Terrace

MAIDENS/TURNBERRY
 Ardlochan Terrace
 Baineshill Drive
 Turnberry Road
 Midhill View

MINISHANT
 Merrick Crescent
 Monkwood Crescent
 Mure Place
 St Helens Crescent

SOUTH CARRICK

BALLANTRAE
 Ailsa Drive
 Downan Avenue
 Kintyre Avenue
 Foreland
 Main Street
 Onslow Place

BARR
 The Clachan
 Glenginnet Road
 Glebe Road

BARRHILL
 Wallace Terrace
 Gowlands Terrace

COLMONELL
 Hyslop Crescent
 Craigneil Road
 Kirkhill Crescent

DAILLY
 Back Road
 Main Street
 Linfern Road
 Hazelwood Avenue

SOUTH CARRICK (continued)

DAILLY (continued)
Eldinton Terrace
Church Crescent
Wood Street

Victory Crescent
Smith Crescent
Bridge Street
The Loaning

OLD DAILLY
Hawkhill Road

PINMORE
Dinvin Road

SOUTH AYRSHIRE COUNCIL PROVIDES SHELTERED ACCOMMODATION FOR RENT IN THE FOLLOWING AREAS:

Please note that tenants of sheltered housing receive support from the Warden within the sheltered complex, and are also asked to provide emergency contact information.

To ensure you make the best housing choice, you should take this into account when applying for sheltered housing.

AYR NORTH

Content Street 6, 8, 14 & 16
Elba Court 1-2 & 4-9
Elba Street 11-13 & 23-25
George Street 58, 60, 70, 74, 76, 82, 84
James Street
Limonds Court 1-25
Syms Lane 1-7
Morrison Gardens
Newton Park Court
Whitletts Court

PRESTWICK

Afton Avenue 1-5
Benmore 1-14
Adamton Road South 197-239
Ardfin Road 55-107
Lichtenfels Gardens
Alexandra Court
Hanover Housing Association

TROON

Bradán Road 54-68
Fullarton Avenue 38-48 & 52
Gulliland Avenue 1A
Newfield Drive 1, 3, 6 & 8
Newfield Place
Brodie Avenue 34-38
Cherry Lane 1-4

Logan Drive 57-77 & 123-129
Millrock/Panrock
Princes Square
Hanover Housing Association
Central Avenue 3-17
Sandhill Gardens 1-16
St Meddans Court - all bedsits
(except 1, 2, 23 & 24)
Walker Avenue
105-107, 134-136 & 146-148

AYR SOUTH & KYLE

Arcon Court, Mossblown
Forehill
West of Scotland
Housing Association
Gallowhill Quadrant 16-30
John Hodge Court
Sundrum Park
Mill Street
Trust Housing Association

MAYBOLE

Crosne Street

GIRVAN

Boyle Court
Old Street
Kirkcare Housing Association

SOUTH AYRSHIRE COUNCIL - NUMBER OF POINTS AWARDED

Insecurity of tenure (HL)	10 or 15 points depending on rights to occupy current accommodation (excluding owner occupiers).
Overcrowding	10 points for each additional bedroom the household needs.
Sharing amenities with another household	8 points for each amenity shared (excluding owner occupiers).
Living in unsatisfactory housing conditions	10 points for each amenity lacked or fault suffered. Please note that an Environmental Health Officer will visit your home to confirm each fault you have identified.
Medical points	<p>Medical points apply primarily to medical conditions that affect an applicant's (or a member of his/her household's) mobility and where a move of home would improve/relieve a medical condition. This will be assessed on information provided by the applicant.</p> <p>Waiting list applicants who are residing in temporary accommodation will have their need for medical points assessed only once, at the point of Homeless presentation, and the assessment will be based on their circumstances at the point they presented as homeless.</p>
Living in a caravan	10 points
No fixed abode	24 points
Children in Close Points	5 points per child under 14 (SAC tenants only).
Tenancy Points	1 point per complete year of tenancy at date of application (SAC tenants only)
Undercrowding	10 points for every additional room beyond the requirements of the household, as defined above (SAC tenants only).
Temporary Accommodation Points	A standard award of 60 points will be given to waiting list applicants who are residing in South Ayrshire Council temporary accommodation. The 60 points will replace overcrowding points, sharing points, homeless points and lacking amenity points for these applicants.

Homeless Points	20 points for applicants who are assessed as homeless or threatened with homelessness and are not residing in SAC temporary accommodation.
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HOW MANY BEDROOMS WILL I BE ASSESSED AS NEEDING?

Household	Department for Work and Pensions criteria (DWP)
Adult Couple (married or unmarried)	One bedroom to share.
Single person over 16	One bedroom per person.
Two children, of the same sex, aged under 16	One bedroom to share.
Two children aged under 10	One bedroom to share.
Parent with shared care arrangements (not child's main residence)	No additional bedrooms required.

UNDER SOUTH AYRSHIRE COUNCIL'S ALLOCATION POLICY, HOW MANY BEDROOMS CAN I CHOOSE?

Household	South Ayrshire Council Criteria
Single applicants	One or two bedroom property as far as stock supply allows.
Couples without children	One or two bedroom property as far as stock supply allows.
Applicants with children	<p>The choice of an additional bedroom can be offered to applicants in the following circumstances:</p> <ul style="list-style-type: none"> · Applicants with children, where one child is at least 8 years old and they are separated by at least a 4 year age gap. · Applicants who are 25 weeks pregnant or more and will require an additional bedroom for the unborn child where this child cannot be paired with another in the household <p>Due to the limited availability of 4 bedroom properties, this choice will not be offered if it would result in the household requiring a 4 bedroom property.</p>
Larger families	Households waiting on 4 bedroom properties can choose to be placed on the 3 bedroom list if there are no 4 bedroom properties in their chosen letting neighbourhoods. Overcrowding points will not be awarded for the additional rooms required if this choice is made.
Applicants with a medical priority	May be considered for an additional bedroom where a particular condition warrants this, e.g. an applicant who requires a carer to be resident on a 24 hour basis, or a room is required for large medical equipment, e.g. dialysis machine.

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UNDER SOUTH AYRSHIRE COUNCIL'S ALLOCATION POLICY, HOW MANY BEDROOMS CAN I CHOOSE?

Household	South Ayrshire Council Criteria
Parents who have shared responsibility for their children	Can request one additional bedroom, regardless of the number of children involved. Proof of shared responsibility is required. The Service Co-ordinator will determine the size of accommodation required.
Transfer applicants who are currently under crowded	Will be entitled to transfer to a property with one additional bedroom. Transfer applicants who are under occupied by 2 or more bedrooms, and live in an area of high demand will be given additional priority for a move of house.

UNDER SOUTH AYRSHIRE COUNCIL'S ALLOCATION POLICY, HOW MANY OFFERS OF HOUSING WILL I RECEIVE?

Applicants will receive up to four suitable offers of housing. If an applicant refuses all four offers their application will be suspended for a year during which time waiting time points will still be awarded.

Applicants can appeal in writing to the Head of Housing and Facilities if they do not agree with this decision

Applicants should submit their appeal within 7 working days of receiving the decision.

The appeal will be acknowledged within 2 working days.

Important

Applicants will be held for the number of bedrooms they require for their household as defined by the criteria set by the DWP. Applicants may choose to have one bedroom more than they need for their household (where South Ayrshire Housing Allocation Policy rules and stock supply allow (as detailed above).

If an applicant accepts a tenancy with South Ayrshire Council, their housing benefit may be reduced if they have more bedrooms than they need for their household (as defined by the DWP), and they may face difficulties in being able to pay their rent.

If a Council housing applicant chooses to exercise their choice of being allocated a property with more bedrooms than needed (as defined by DWP criteria), they will be asked to complete a disclaimer form confirming they understand and accept the financial implications of this choice.



AYRSHIRE HOUSING GUIDE TO RECENT ALLOCATIONS 2018-19

Ayrshire Housing is committed to ensuring that you receive the best possible information about how we allocate our houses, in order to assist you in making informed decisions about which areas you would like to consider. Below is a breakdown of re-let allocations from our waiting list ONLY made between 1 April 2018 and 31 March 2019, by housing area and property size.

Please note this does not include any nominations made by South Ayrshire Council.

POINTS INFORMATION BY AREA AND PROPERTY SIZE

Number of re-lets in each area during 2018-19

	2apt	3apt	4apt	5apt +	Total
Ayr	8	4	1	-	13
Ballantrae	-	2	-	-	2
Barr	1	-	-	-	1
Dailly	-	-	1	-	1
Dundonald	-	1	1	1	3
Girvan	1	9	1	-	11
Maidens	-	-	1	-	1
Maybole	2	-	-	-	2
Mossblown	-	2	-	-	2
Tarbolton	-	-	1	-	1
Troon	-	4	-	-	4
Totals					41

The above information is based on lets in the year 2018-19.

Due to the very high demand for re-housing in South Ayrshire, Ayrshire Housing prioritises re-housing using a points-based system. The information which follows provides a general guide to the points levels we would be looking for at each property size when a property becomes available in the following areas.

	2apt	3apt	4apt	5apt +
Ayr	75 - 100 pts	100 - 150 pts	150 - 200 pts	-
Ballantrae	-	0 - 50 pts	-	-
Barr	50 - 75 pts	-	-	-
Dailly	-	-	0 - 50 pts	-
Dundonald	-	100 - 125 pts	150 - 200 pts	50 - 75 pts
Girvan	75 - 100 pts	75 - 100 pts	0 - 50 pts	-
Maidens	-	-	75 - 100 pts	-
Maybole	75 - 100 pts	-	-	-
Mossblown	-	50 - 75 pts	-	-
Tarbolton	-	-	75 - 100 pts	-
Troon	-	75 - 100 pts	-	-

The above information is based on lets in the year 2018-19.

Dealing with your Application

Once we have received your application we aim to send you a letter confirming your points total and the size of accommodation you qualify for within 10 working days of all required information being available.

All information on your form will be checked and we will normally visit you in your home before an allocation is made.

Medical Priority

If you have indicated that you or a member of your family suffers from a medical condition worsened by your current housing circumstances, you may be eligible for medical points.

Medical points may be awarded either to the applicant or to any individual who is part of his or her household. Where two members of the household are awarded medical points, only the highest points will be taken into consideration in calculating the overall number of points of the housing application.

Equal Opportunities

Ayrshire Housing wishes to guarantee equal opportunities for all applicants. We therefore ask applicants to indicate their ethnic origin by completing this section of the housing application. This enables us to ensure that there is no discrimination against any section of the community.

Complaints

If you are unhappy about any aspect of how your application is dealt with you should initially contact David McGivern, Head of Housing Services. If you are still not satisfied with the outcome following this, your complaint will be referred to the Director and will be dealt with in line with our Complaints Policy and Procedures.

Finally

If you wish to discuss your application or any aspect of our policy, do not hesitate to contact our office at:

Ayrshire Housing, 119 Main Street, Ayr KA8 8BX

Tel: 01292 880120

Email: info@ayrshirehousing.org.uk

We can supply this document in a print size to suit. It is also available in Braille, audio and other formats, and in other languages. Our website also has several accessibility features which you may find useful.

AYRSHIRE HOUSING PROVIDES ACCOMMODATION FOR RENT IN THE FOLLOWING AREAS:

Ayr	West Sanquhar Road, Sandgate, Blackfriars Court, South Harbour Street, Crown Square, Belmont, Forehill, Dalmilling, Doonfoot, Doonholm, Wallacetown, Lochside, Viewfield Court, Cross Gait, Peebles Court
Ballantrae	Arran Avenue
Barr	The Clachan
Coylton	Glenhead Court, Glenhead Place, St Brides Way, Highpark Road
Crosshill	Kirkbride Crescent, Kirkmichael Road
Dailly	Victory Crescent, Hadyard Terrace, Woodside, Eldinton Terrace, Bridge Street, Main Street.
Dalrymple	Millbank Street, Barbieston Road
Dundonald	Castleview, Earl Crescent
Girvan	Clyde View, Rowan Road, St Andrews Court, Dalrymple Street, Henrietta Street, Ailsa Street West, Hamilton Street, Torcy Drive, Douneburn Crescent
Kirkmichael	Bolestyle Crescent, Woodside Avenue, Meadowbank Place
Kirkoswald	Oswald Court
Maidens	Harbour Road
Maybole	Whitefaulds Avenue, Whitefaulds Crescent, St Cuthberts Road, St Cuthberts Street, Burns Wynd
Monkton	Baird Road
Mossblown	Mossbank Place, Southside Avenue, Hillpark, Afton Avenue
Prestwick	Fairway View, Observer Court, Fernbank Court, Moorpark Crescent
Symington	Doon Place, Merrick Place, Mount Avenue, Loudoun Place
Straiton	Knockbreck Road
Tarbolton	Springfield Road, St Andrew's Avenue, Croft Street
Troon	Kenmore, Killin Place, Logan Drive, Wallacefield Road, Hosiery Court, North Shore Lane

NUMBER OF POINTS AWARDED - AYRSHIRE HOUSING

Lacking Amenities –	
No bath or shower	20
No hot running water	20
No inside W.C.	20
No kitchen	20

Property Condition –	
Where an applicant's house is affected by rising and/or penetrating dampness	20
Where the property is affected by serious condensation/mould growth points will be awarded per room affected	5
Where major repairs are needed such as roof renewal or rewiring	20
N.B. Points can be awarded for one category only	

Overcrowding Points –	
One bedroom short	20
Each additional bedroom short	15

Under-occupancy –	
One bedroom extra	15
Each additional bedroom extra	10

Sharing Amenities –	
Where you share the use of the facilities of another household	
- shared use of cooking facilities	10
- shared use of living room	10
- shared bathroom	10
- shared facilities with more than 1 household (i.e. multiple occupied property)	25

Tenure –	
Where you are about to be made homeless through ending your current tenancy or are facing repossession of your home	75
Where an applicant has no legal right to stay indefinitely in their accommodation i.e. tied accommodation or a short assured tenancy	20
Living in a Caravan	10

Medical Priority –	
Priority A: Where an applicant has accommodation which is potentially life threatening or causing severe aggravation to his/her medical condition and where rehousing is extremely urgent	40
Priority B: Where an applicant's accommodation is causing serious aggravation to an applicant's medical condition	20
Priority C: Where an applicant's accommodation is causing a significant degree of discomfort to the applicant's medical condition	10

<p>Environmental - Where an applicant is aged 60 years and over and is seeking ground floor accommodation, then the following points will be awarded –</p> <ul style="list-style-type: none"> - Resident on 1st floor 5 - Resident on 2nd floor 10 - Resident on 3rd floor 15 <p>Points in this category will only be awarded where no medical points have been awarded for the same reason.</p>	
<p>Support - Where support is required from or offered to a relative on medical grounds or in order to provide care in the community</p>	20
<p>Social Points - Social Points are awarded only in extreme cases where an applicant requires urgent re-housing. Although physically their current property may be suitable, there may be other reasons why the applicant requires to be re-housed</p>	75
<p>Racial Harassment - The association is committed to encouraging racial equality. Where an applicant has experienced racial harassment the application will be granted 75 points. The association will require supporting evidence</p>	75
<p>Domestic Violence – The association will support applicants who require rehousing as a result of experiencing ongoing domestic abuse or threats of domestic abuse. The criteria for awarding domestic abuse points will be similar to that used for Social Points in that they will be only awarded where an applicant requires urgent rehousing and where the applicant demonstrates flexibility in their choices of areas and house types which will assist in alleviating the current abuse they are experiencing. These points will not be awarded where it appears that the applicant is simply trying to gain priority access to higher demand stock. The points awarded to applications meeting the criteria will be 75 points.</p> <p>Applications where domestic abuse points have been awarded will be regularly reviewed to ensure that they are being appropriately applied. Supporting evidence will be requested though will not be an essential requirement.</p>	75

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