



Belmont House, 57 Belmont Road, Cambuslang, G72 8PG
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Policy Name	Lock-up Management Policy
Policy Author	Assistant Director (Tenancy Services)
Approved by Sub Committee	N/A
Approved by Management Committee	March 2022
Latest date of Next Review	March 2025

West Whitlawburn Housing Co-operative will provide this policy on request at no cost, in larger print, in Braille, in audio or other non-written format, and in a variety of languages. Please contact the office.

Registered with the Scottish Housing Regulator No. 203
Registered Charity No. SCO38737, VAT Registration No. 180223636
Registered society under the Co-operative and Community Benefit Societies Act 2014



1. Introduction

The Co-operative's lock-up stock number is as follows:

Location	Number of Lock-ups
Ailsa Tower	13
Albany Terrace	10
Arran Tower	12
Bute Tower	12
Clifton Terrace	12
Hilton Terrace	9
Total	68

2. Application and Selection

2.1 We are committed to ensuring equal opportunities and fair treatment for all people in our work. In implementing this Policy, we will provide a fair and equal service to all people, irrespective of factors such as gender, race, disability, age, sexual orientation, language or social origin, or other personal attributes.

2.2 An open waiting list is operated in relation to lock ups with access as follows:

- Applications will be accepted from anyone over 16 years of age
- There is no geographical barrier to applicants
- Applicants who are former lock-up tenants who have outstanding arrears will not be accepted onto the waiting list until arrears are cleared in full.

Lock-up application is shown in **Appendix 1**.

2.3 Applications for lock-ups will be allocated the following points awards to allow prioritisation:

1. Registered disabled Co-operative members or tenants with cars for mobility problems. Suitable supporting evidence will require to be provided. 30 points
2. Co-operative members. 20 points

3. Co-operative tenants. 10 points
4. Any other applicant. 0 points
- 2.4 All lock-up applications will be loaded as “fast path” applications within 5 working days of receipt and preferred sites will be noted. A confirmation letter will be sent advising application priority.
- 2.5 Lock ups will be let on a date of application basis within the above priorities, with the earliest date of application case selected first. Applications to transfer from one lock-up to another will be treated as a new application.
- 2.6 Where a lock-up requires repairs which are uneconomical and render it unusable, overall priority will be given to a transfer for the lock-up tenant. The Housing Assistant will determine such uneconomical repairs with the Property Officer.
The unusable lock-up will be noted as an unlettable void until such times as funds are available to carry out repairs.
- 2.7 There will be no limit to the number of offers an applicant can be made.
- 2.8 When a lock-up offer is accepted, the let shall be in accordance with the agreement shown in **appendix 2**.
- 2.9 The rent charge will be reviewed on an annual basis as part of the overall budget and rent setting process.
- 2.10 The lock up charge for non WWHC tenants is subject to 20% VAT.

3. Rent Reduction for Disabled Lets

The Co-operative will grant a lock-up rent reduction of 40% to those in the following categories:

- 3.1 Those in receipt of Attendance Allowance, Disability Living Allowance (mobility) or Personal Independence Payment (mobility).
- 3.2 Those who are registered disabled.
- 3.3 Those who are the carers of disabled persons and are in effect the driver for that person.

Supporting evidence is required to be provided prior to any reduction being approved.

4. Arrears

The Co-operative expects lock-up tenants to pay rent due, in accordance with the let agreement. Lock-up arrears will be actioned on a four weekly basis after the debit has been added to the account.

Arrears action will proceed on the following stages:

4.1 Stage 1

Where arrears are outstanding at the end of a monthly period, the Housing Assistant will attempt to contact the tenant by a phone call or visit.

If there is no response to this contact within 7 days a *first arrears letter* will be sent, requesting contact to arrange repayment. Repayment can either be made in full or an arrangement can be made to clear the account gradually. All repayment plans will be monitored on a four weekly basis.

4.2 Stage 2

Where a tenant has failed to respond, and the same or an increased balance is outstanding by the end of the second monthly period, a *second arrears letter* will be sent, requesting contact to arrange repayment and advising that failure to respond may result in lock-up repossession.

4.3 Stage 3

Where a tenant fails to respond to the *second arrears letter* or fails to maintain an arrangement, the Housing Assistant will report to the Assistant Director (Tenancy Services) detailing action taken and recommending further action.

The Assistant Director (Tenancy Services) will agree appropriate further action with the Housing Assistant who will take appropriate action.

4.4 Stage 4

Where recovery of the lock-up is agreed, the Housing Assistant will write to the tenant advising of the dates the locks will be changed and to remove belongings in advance.

4.5 Stage 5

Where there is no action from the tenant and the balance remains static, has increased, or the tenant has made no arrangement, the locks will be changed on the date set.

Any contents will be recorded and details sent to the tenant who will be given 28 days to uplift.

If this time period expires and the tenant has not uplifted the contents, the Housing Assistant will arrange disposal.

The cost of the repossession process will be recoverable from the tenant.

The Housing Officer may pursue the recovery of the outstanding balance as former tenant lock-up arrears.

Vacant lock-ups will be inspected within 7 days of the keys being returned to the office, repaired as required and re-let promptly to ensure minimal void loss.

5. Reporting

- 5.1 The Assistant Director (Tenancy Services) will monitor the lock up income, void loss and arrears performance against the agreed targets four weekly after the debit and will report performance against target to the Performance, Assurance and Risk Sub Committee on a quarterly basis.

6. Policy Review

- 6.1 This policy will be reviewed every 3 years or sooner if required by regulatory or legislative changes.

Appendix 1

West Whitlawburn Housing Co-operative Ltd
Belmont House, 57 Belmont Road, Whitlawburn,
Cambuslang, G72 8PG
Tel: 0141 641 8628

Lock Up Application

Application Number:

Name:

Address:

Phone number:

Email address:

Application Type

Registered Disabled Co-operative Member	
Co-operative Member	
Co-operative Tenant	
Any Other Applicant	

Disabled Application: Yes/No

Copy of Blue Badge Received: Yes/ No

Co-operative Membership number:

Areas Requested

1. _____

2. _____

3. _____

4. _____

Signed: _____

Date: _____

Date Loaded	
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Loaded By	
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Appendix 2

Lock-up Let Agreement

This agreement is between: **West Whitlawburn Housing Co-operative Ltd.**

(The Co-operative) of **Belmont House, 57 Belmont Road, Whitlawburn, G72 8PG.**

which is an approved body for the purposes of Section 56 of the Housing Act 1980 incorporated under the Industrial and provident Societies Act 1965 and registered under Section 5 of the Housing Associations Act 1985;

and _____ (The Tenant).

This agreement is in respect of the lock-up known as:

I, _____ of _____

Accept the let of the above lock-up from _____

I agree to adhere to the following conditions:

1. I agree to pay the rent charge of £_____ per 4 weeks timeously. I understand that the rent charge will be reviewed on an annual basis and I will be notified of any increases.
2. I agree to use the premises exclusively as a private lock-up and for no other purpose whatsoever.
3. I understand that I cannot sub-let the lock-up or to transfer the lease to another person.

I understand that if any of these conditions are not met, The Co-operative will repossess the lock-up immediately.

Signed (The Tenant): _____

Date: _____

Signed on behalf of The Co-operative: _____

Date: _____

West Whitlawburn Housing Co-operative

Equality Impact Assessment

Name of Policy to be assessed	Lock Up Management Policy	New policy or revision of existing?	Review
Person(s) responsible for assessment		Assistant Director (TS)	
Briefly describe the aims, objectives and purpose of the policy.	The policy sets out how WWHC manages applications and allocates lock ups together with monitoring and auctioning arrears.		
Who is intended to benefit from the policy? (EG applicants, tenants, staff, contractors)	Tenants and applicants		
What outcomes are wanted from this policy? (EG the measurable changes or benefits to members/ tenants / staff)	<p>Effective management of lock up stock to minimise void times and maximise income.</p> <p>The policy gives priority to disabled applicants as they are more likely to experience parking and access problems and can be more dependent on cars and carers for transport.</p>		
Which groups could be affected by the policy? (note all that apply)			
Race		Gender	
Sexual orientation		Gender reassignment	
Age		Religion or belief	
Marital status		Disability	

Pregnant and Maternity			
If the policy is not relevant to any of the equality groups listed above, state why and end the process here.			
N/A			
Have those affected by the policy / decision been involved?			
No material changes to existing policy proposed. Approvals from Management Committee.			
Describe the likely positive or negative impact(s) that the policy could have on the groups identified above.	Positive Impact(s)	Negative Impact(s)	
	Priority is given to disabled applicants to reduce mobility and access barriers.		
What actions are required to address the impacts arising from this assessment? (This might include: additional data, putting monitoring in place, making adjustments, taking specific action to mitigate any potentially negative impacts)	Information is available in other formats and languages where required.		

Signed: _____

Job Title: Assistant Director (Tenancy Services)

Date: 28th January 2022

Please attach to the policy report