

Contact details

Our Allocation teams are based in the Area Housing Offices in Dumbarton and Clydebank.

Dumbarton Area Housing Office

6 – 14 Bridge Street
Dumbarton
G82 1NT

Telephone: (01389) 608970 / 772063
Text: 07909 890729
Fax: (01389) 608960

Clydebank Area Housing Office

Council Offices
Rosebery Place
Clydebank
G81 1TG

Telephone (01389) 738229 / 738254
Text: 07899 076204
Fax: 01389 738755

Advice and information can also be given at the Council's One Stop Shop at,

17 Mitchell Way
Alexandria
G83 0LW

We also have a Customer Contact Centre available on **01389 738282** which can deal with a range of housing enquiries and issue forms.

You can also email us at:
allocations@west-dunbarton.gov.uk

Housing, Environmental and Economic Development
Working with the Community

Allocation Team



Other formats

This document can be provided in large print, Braille or on audio cassette and can be translated into different community languages.

本文件也可應要求，製作成其他語文或特大字體版本，也可製作成錄音帶。
इस दस्तावेज अन्य भाषाओं में, बड़े अक्षरों की छपाई और सुनने वाले माध्यम पर भी उपलब्ध है।
ਇਹ ਦਸਤਾਵੇਜ਼ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ, ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ ਅਤੇ ਆਡੀਓ ਟੇਪ 'ਤੇ ਉਪਲਬਧ ਹੋ ਸਕਦਾ ਹੈ।
درخواست پر یہ دستاویز دیگر زبانوں میں، بڑے حروف کی چھپائی اور سننے والے ذرائع پر بھی میسر ہے۔
ناحة أيضا بلغات أخرى والأحرف الطباعية الكبيرة وبطريقة سمعية عند الطلب.

Dokument ten jest na życzenie udostępniany także w innych wersjach językowych, w dużym druku lub w formie audio.

Please contact:
Corporate Communications
Council Offices
Garshake Road
Dumbarton
G82 3PU
Telephone: 01389 737000

Introduction

The Allocation Team is part of the Homelessness and Housing Allocations Section within the Department of Housing, Environmental and Economic Development. The Team is made up of officers who are located in the Area Housing Offices in Dumbarton and Clydebank.

What is the role of the Allocation Team?

The role of the Allocation Team is to manage access to social housing, including internal transfers.

This involves working with other Registered Social Landlords (RSLs), also known as Housing Associations. By agreement we nominate applicants for a percentage of their vacant properties. This means that should you wish, you can be placed on our housing list and can also be considered for vacancies within the Housing Association of your choice. You can also apply directly to Housing Associations.

Our Allocation Team process Housing applications, changes to applications and review the housing list in line with legislation and the Council's Allocation Policy.

We also manage our own vacant properties with the aim of minimising the amount of time they remain vacant whilst bringing these properties up to the Council's Relet Standard.

Copies of our Allocation Policy are available at each of our local offices and is also available on the Council's website:

www.west-dunbarton.gov.uk

The Main Aims of Our Allocation Policy

The main aim of the Council's Allocation Policy is to:

- **provide an efficient, effective and economic allocations service to all applicants**
- **ensure that affordable housing is available to all those who need it**
- **ensure that the highest priority for housing is given to those in greatest need**
- **make the best use of all our housing stock by continually reviewing our housing lists and the number of houses becoming vacant**
- **minimise rent loss and maximise performance in relation to vacant houses**
- **ensure equal access to housing.**

Service delivery

The service is provided from our 2 teams based at College Way, Dumbarton and Rosebery Place, Clydebank.

We can assist you to complete a housing application form and provide information and advice on housing options. Our available stock varies across the district and our application pack includes information on where and how many, different property types we have.

We can also provide private interview facilities and translation services if required and our documents can be issued in other languages or formats.

Complaints

We are committed to providing a high quality service however occasionally things can go wrong and when that happens we will try to correct matters as soon as possible. If you are not satisfied with our action or lack of action or about the standard of our service you can make a complaint. We will try to resolve any complaint at a local level but if unable to do so to your satisfaction then the complaint will be investigated by the Council's Customer Relations team.

What happens if you are still not happy?

We hope we would be able to help with any complaint you may have. However, if you are not satisfied with how we have handled your complaint, you can take the issue further through the Scottish Public Services Ombudsman.

Information is available at each Area Housing Office or on the Council's website www.west-dunbarton.gov.uk. You also have the option of contacting your local Councillor or your Member of Parliament.