

# HIGHLAND HOUSING REGISTER Information Booklet



## Partners



## **The background to the Highland Housing Register**

The Housing Scotland Act 2001, Section 8, sets out powers that require Local Authorities to submit proposals to establish and maintain a Common Housing Register, with an implied duty on registered social landlords to participate in local Common Housing Registers.

As a result of this there has been an ongoing project in the Highlands since 2004, where representatives of each of the six local housing providers have met regularly to agree on how a Common Housing Register can work in the Highlands.

The result of these joint discussions has been agreement on a common allocations policy, a common application form, a common medical assessment process and a shared computer system, which will result in a simpler method of applying for housing, and provide a single register of housing need across the Highlands.

The Partnership will be called **The Highland Housing Register (HHR)** and will go live on the 1<sup>st</sup> April 2008.

The Partners are: Albyn Housing Society Ltd; Cairn Housing Association; Lochaber Housing Association; Lochalsh & Skye Housing Association; Pentland Housing Association & The Highland Council. Other than Lochaber Housing Association, who allocate from the Highland Council's housing list, all Partners currently have their own housing lists.

## **How it will work for applicants**

Applicants will only be required to complete one application form which will allow them to be considered for one or all housing providers properties when they come available. This means that the process for applying for housing is easier and less confusing for people.

For applicants who are currently tenants of any of the Partners, the HHR will provide more opportunity to be able to move house if necessary, as these applications will be considered for transfer by each Partner, to allow better use of available housing stock.

If an applicant has particular health problems that are affected by their housing situation, they will only have to complete one medical assessment form, for assessment by the independent housing medical advisor, who works for the NHS Highland.

All Partners will have access to the same computer system that will provide the details of the applicant's housing application, for the purpose of answering enquires from the applicant. This means that applicants will be able to enquire with any of the Partners on the detail of their application.

All Partners will be able to allocate any of their properties that come available from the details held on the Highland Housing Register.

All Partners have agreed to a single Allocations Policy, which means that the points level will be the same no matter which Partner processes your application.

All Partner's staff will be able to provide good quality housing advice to applicants on their housing options in their area, although they will never be able to give details regarding an applicant's position on the list. These details change daily dependent on the housing need of other applicants and an applicant's position on the list is only accurate at the point when a property is available to be allocated.

The HHR will also provide details from the register when requested by the Associate Partners who either have limited general needs stock in the Highlands or have very specific stock in the Highlands (supported accommodation, sheltered or amenity housing).

Applicants may have to complete application forms to be considered by the Associate Partners, as they will continue to have their own registers.

The Associate Partners are: Hanover Housing Association, Key Housing Association, Link Housing Association; Margaret Blackwood Housing Association; Trust Housing Association (formerly Kirk Care)

### **How it will work for the Partners**

The HHR will provide a more accurate estimate of particular housing need by area in order to plan for future developments, as there will be no duplication of applications on the register.

The HHR will reduce duplication of work by staff across the Partner organisations.

The HHR will reduce the time taken to let properties as each Partner will be able to allocate from the register when they know their properties are available, instead of having to rely on another Partner providing them with the information.

### **How your current application will be affected**

If you are on any housing list that is currently maintained by any of the Partners, you will receive a HHR application form after the 7<sup>th</sup> January 2008.

You **must** complete this form and return it in the envelope provided in order to be registered on the HHR register when it goes live on the 1<sup>st</sup> April 2008. **If you do not return the form, you will not be on any housing list after this date.**

You will **not** be expected to reapply for medical grading for the HHR if you have already applied through one of the Partners. However if you have only applied to Cairn Housing Association or Lochalsh & Skye Housing Association, you should contact one of the partner offices to request that a medical assessment form be sent to you.

You should not be asked to provide duplicate information in support of your application again as any previous documents will be matched with your application to the HHR. However you may be asked to provide information in support of any new categories recognised in the HHR Policy.

If you previously had an application with the Highland Council, you will notice that your application with the HHR does not reflect waiting time. This is because the HHR Allocations Policy is purely housing needs based. This means that the applicant with the highest assessed housing need when a property is available for let, will be offered the property. While this may seem unfair, it is equally unfair to raise applicant's hopes by having them believe that time spent on a housing list will award sufficient points to allow an allocation, when the reality in most areas of the Highlands is that applicants with higher housing need will always show above those with waiting time points and virtually no housing need.

If you do not receive a HHR form in January, and you believe you are currently on a housing list you should contact one of the offices detailed on this leaflet.

As the HHR Allocations Policy is new, all applications will be assessed in line with the new points level. A copy of the Policy is available from any of the offices detailed on this leaflet.

The Points that your application previously had with any of the Partners will change to reflect the level set in the new Policy.

A breakdown of the housing need categories and draft points levels is detailed in this leaflet.

If you are homeless or threatened with homelessness and you live in the Highland Area you must contact the nearest Highland Council Area Housing and Property Office or Service Point who will interview you, assess your housing situation and advise you of your housing options. If you do not live in the Highland area and are homeless or threatened with homelessness please contact your nearest local authority, which will assess your situation and advise you of your housing options.

## **Details of housing need categories and draft points levels** *(These are subject to change)*

### **Group A – 70 Points**

1. Priority Need Homeless – Statutory
2. Poor Housing Conditions (Urgent)
3. Urgent Medical Need

### **Group B – 50 Points**

1. Potentially Homeless – Statutory with Priority Need- If threatened with homelessness within 2 months
2. Leaving residential care/hospital or other supported accommodation because support is no longer needed.

### **Group C – 30 Points**

1. Applicants in properties leased by any of the HHR Landlords with less than 6 months left on lease
2. **2 for 1 household** -You will receive **30 points** if you are the tenant of a partner landlord and you want to form a new household with another person who is a tenant of a partner landlord provided any allocation will result in both houses being left vacant and available for allocation.
3. High Medical Need.

### **Group D – 20 Points**

1. Potential or Actual Homeless – statutory but non priority
2. Moving to access specialist support services
3. Under occupation (each bedroom with no upper limit for those who are a tenant of a HHR landlord)
4. Sharing Facilities (1 set of points regardless of how many facilities are shared)
5. Poor Housing Conditions - Medium
6. Medium medical need
7. Need to live in a Community

### **Group E – 15 Points**

1. Overcrowding (each bedroom up to max **60**)
2. Insecure Accommodation; for example  
C/o Friends/relatives  
Caravan  
Shared accommodation/Private rent (where no written tenancy agreement exists)

### **Group F – 10 Points**

1. Applicants with a short-assured tenancy, tied tenancy, or HM forces accommodation – (see G below)
2. Social factors: for example  
Move so carer can live with you  
Move to provide care/receive care  
Moving to improve or maintain activities/social contact or to be nearer facilities or services
3. Occasional overcrowding (one award per application)
4. Under occupation (per bedroom with a ceiling of 20 points for non HHR Partner)
5. Poor Housing Conditions - Intermediate
6. Intermediate Medical need

### **Group G - 5 Points**

1. Applicants in Tied Accommodation or who have a Short Assured Tenancy or Notice to Quit from a private landlord and has less than 6 months left on lease (this would be in addition to points from Group F)
2. Poor Housing Conditions - Low
3. Low Medical need

### **Group H – 2 Points**

1. Time spent in temporary accommodation per month

### **Group I - Special Allocations Status**

As agreed by Partners in **extremely urgent** cases

# Contact the Partners

## ALBYN HOUSING SOCIETY LTD

*(Charity No SC027123)*

**Head Office:** 98-100 High Street, Invergordon, IV18 0DL ..... *Phone: 01349 852978*

**Local Office:** 68 MacLennan Crescent, Inverness, IV3 8DN ..... *Phone: 01463 712516*

## CAIRN HOUSING ASSOCIATION LTD

*(Charity No SC016647)*

Cairn House, 30 Waterloo Place, Inverness, IV1 1NB ..... *Phone: 01463 220666*

12-14 Dunnet Road, Thurso, KW14 8HY ..... *Phone: 01847 894483*

## LOCHABER HOUSING ASSOCIATION LTD

*(Charity no SC030951)*

30 Fassifern Road, Fort William, PH33 6XQ ..... *Phone: 01397 702530*

## LOCHALSH & SKYE HOUSING ASSOCIATION LTD

*(Charity No SC038019)*

Morrison House, Bayfield, Portree, Isle of Skye, IV51 9EW ..... *Phone: 01478 612035*

## PENTLAND HOUSING ASSOCIATION LTD

*(Charity No SC037286)*

37/39 Traill Street, Thurso, KW14 8EG ..... *Phone: 01847 892507*

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## THE HIGHLAND COUNCIL AREA HOUSING AND PROPERTY OFFICES

### Caithness, Sutherland & Easter Ross

#### Caithness

Market Square, Wick, Caithness, KW1 4AB ..... *Phone: 01955 607712*

Rotterdam Street, Thurso, Caithness, KW14 8AB ..... *Phone: 01847 805505*

#### Sutherland

The Meadows, Dornoch, Sutherland, IV25 3SG ..... *Phone: 01862 812010*

*NOTE: The details for Caithness & Sutherland will change during March/April 2008;*

*please contact another Housing & Property Office for updated details during these months.*

#### Easter Ross

3/5 Obsdale Road, Alness, IV17 0TY ..... *Phone: 01349 886624*

## THE HIGHLAND COUNCIL SERVICE POINTS

### Caithness, Sutherland & Easter Ross

**Alness** 3/5 Obsdale Road, Alness, IV17 0TY ..... *Phone: 01349 882366*

**Bettyhill** Telecottage, Bettyhill, KW14 7SS ..... *Phone: 01641 521242*

<b>Bonar Bridge</b> Lairg Road, Bonar Bridge, IV24 3EA .....	<i>Phone: 01863 760083</i>
<b>Brora</b> Gower Street, Brora, KW9 6PD .....	<i>Phone: 01408 622644</i>
<b>Dornoch</b> Castle Street, Dornoch, IV25 3FD .....	<i>Phone: 01862 812000</i>
<b>Durness</b> Durine, Durness, IV27 4PN .....	<i>Phone: 01971 511259</i>
<b>Golspie</b> Main Street, Golspie, KW10 6RB .....	<i>Phone: 01408 635206</i>
<b>Helmsdale</b> Dunrobin Street, Helmsdale, KW8 6JX .....	<i>Phone: 01431 821742</i>
<b>Invergordon</b> 62 High Street, Invergordon, IV18 0DH .....	<i>Phone: 01349 852472</i>
<b>Lairg</b> New Buildings, Main Street, Lairg, IV27 4DB .....	<i>Phone: 01549 402588</i>
<b>Lochinver</b> Culag Buildings, Lochinver, IV27 4LE .....	<i>Phone: 01571 844779</i>
<b>Tain</b> 24 High Street, Tain, IV19 1AE .....	<i>Phone: 01862 892122</i>
<b>Thurso</b> Rotterdam Street, Thurso, KW14 8AB .....	<i>Phone: 01847 805500</i>
<b>Wick</b> Market Square, Wick, KW1 4AB .....	<i>Phone: 01955 607719</i>

### **THE HIGHLAND COUNCIL AREA HOUSING AND PROPERTY OFFICES Inverness, Nairn and Badenoch & Strathspey**

#### **Inverness**

21-23 Church Street, Inverness, IV1 1DY .....	<i>Phone: 01463 703800</i>
31-35 Craigton Avenue, Inverness, IV3 8AZ .....	<i>Phone: 01463 718848</i>

#### **Nairn**

The Court House, Nairn, IV12 4AU .....	<i>Phone: 01667 458510</i>
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#### **Badenoch & Strathspey**

Ruthven Road, Kingussie, Inverness-shire, PH21 1EJ .....	<i>Phone: 01540 664510</i>
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### **THE HIGHLAND COUNCIL SERVICE POINTS**

#### **Inverness, Nairn and Badenoch & Strathspey**

<b>Ardersier</b> Station Road, Ardersier, IV2 7SU .....	<i>Phone: 01667 462658</i>
<b>Aviemore</b> Milton Park, Aviemore, PH22 1RR .....	<i>Phone: 01479 811990</i>
<b>Drumnadrochit</b> Drumnadrochit, IV63 6TX .....	<i>Phone: 01456 459356</i>
<b>Fort Augustus</b> Fort Augustus, PH32 4DJ .....	<i>Phone: 01320 366733</i>
<b>Grantown on Spey</b> Grantown-on Spey, PH26 3HF .....	<i>Phone: 01479 872539</i>
<b>Hilton</b> Hilton Village, Inverness, IV2 4HT .....	<i>Phone: 01463 246007</i>
<b>Inverness</b> 23 Church Street, Inverness, IV1 1DY .....	<i>Phone: 01463 703999</i>
<b>Nairn</b> The Court House, Nairn, IV12 4AU .....	<i>Phone: 01667 458559</i>

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### **THE HIGHLAND COUNCIL AREA HOUSING AND PROPERTY OFFICES Ross, Skye & Lochaber**

#### **Ross**

Ross House, High Street, Dingwall, Ross-shire, IV15 9RY .....	<i>Phone: 01349 868511</i>
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#### **Skye**

Tigh-na-Sgìre, Park Lane, Portree, Isle of Skye, IV51 9GP .....	<i>Phone: 01478 613806</i>
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#### **Lochaber**

Lochaber House, High Street, Fort William, PH33 6EL .....	<i>Phone: 01397 707299</i>
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## THE HIGHLAND COUNCIL SERVICE POINTS

### Ross, Skye & Lochaber

<b>Acharacle</b> Morrison Place, Acharacle, PH36 4JT .....	<i>Phone: 01967 431487</i>
<b>Broadford</b> Isle of Skye, IV49 9AB .....	<i>Phone: 01471 820394</i>
<b>Dunvegan</b> 22 Lochside, Isle of Skye, IV55 8WB .....	<i>Phone: 01470 521581</i>
<b>Fort William</b> Lochaber House, Fort William, PH33 6EL .....	<i>Phone: 01397 707256</i>
<b>Fortrose</b> Leisure Centre, Fortrose, IV10 8TJ .....	<i>Phone: 01381 620797</i>
<b>Gairloch</b> Achtercairn, Gairloch, IV21 2BP .....	<i>Phone: 01445 712572</i>
<b>Kinlochleven</b> Linnhe Road, Kinlochleven, PH50 4SJ .....	<i>Phone: 01855 831663</i>
<b>Kyle of Lochalsh</b> Main Street, Kyle IV40 8AB .....	<i>Phone: 01599 534270</i>
<b>Lochcarron</b> Main Street, Lochcarron, IV54 8YD .....	<i>Phone: 01520 722241</i>
<b>Mallaig</b> West Bay, Mallaig, PH41 4PQ .....	<i>Phone: 01687 460027</i>
<b>Muir of Ord</b> Seaforth Road, Muir-of-Ord, IV6 7TA .....	<i>Phone: 01463 870201</i>
<b>Ullapool</b> North Road Ullapool IV26 2XL .....	<i>Phone: 01854 612426</i>

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## Participants

These Landlords will advise you if you are required to complete application forms to be considered for their properties.

<b>HANOVER (SCOTLAND) HOUSING ASSOCIATION LTD</b> ( <i>Charity no SC014738</i> ) 95 McDonald Road, Edinburgh EH7 4NS .....	<i>Phone: 0131 557 0598</i>
<b>KEY HOUSING ASSOCIATION LTD</b> ( <i>Charity No SC006652</i> ) Savoy Tower, 77 Renfrew Street, Glasgow G2 3BZ .....	<i>Phone: 0141 332 6672</i>
<b>LINK HOUSING ASSOCIATION LTD</b> ( <i>Charity No SC216300</i> ) Watling House, Callender Business Park, Falkirk FK1 XR .....	<i>Phone: 0845 140 0100</i>
<b>MARGARET BLACKWOOD HOUSING ASSOCIATION LTD</b> ( <i>Charity No SC007658</i> ) Craigievar House, 77 Craigmount Brae, Edinburgh EH12 8 .....	<i>Phone: 0131 317 7227</i>
<b>TRUST HOUSING ASSOCIATION LTD</b> ( <i>Charity No SC009086</i> ) 12 New Mart Road, Edinburgh EH14 1RL .....	<i>Phone: 0131 444 1200</i>

