

# Housing Application Guide

## Highland Housing Register



This guide is to help you fill in your application form for Highland Housing Register. It also gives you some information about social rented housing in Highland, as well as where to find out more information if you need it.

This form is available in other formats such as audio tape, CD, Braille, and in large print. It can also be made available in other languages.

### The Highland Housing Register



# Contents

|  | PAGE |
|--|------|
| 1. About Highland Housing Register.....  | 1    |
| 2. About Highland House Exchange.....  | 2    |
| 3. Contacting the Housing Option Team.....   | 2    |
| 4. About other social, affordable and supported housing providers in Highland.....   | 2    |
| 5. Important Information about Welfare Reform and your housing application.....      | 3    |
| 6. Proof - what and why  |      |
| • Proof of identity.....   | 4    |
| • Pregnancy.....   | 5    |
| • Residential access to children.....  | 5    |
| • Mortgage difficulties.....   | 5    |
| • Poor house condition.....  | 6    |
| • Risk of homelessness.....  | 6    |
| • Harassment.....  | 7    |
| • Care and Support.....  | 7    |
| • Employment details.....  | 7    |
| • Anti-Social Behaviour.....   | 7    |
| • Non UK Citizen.....  | 8    |
| 7. Extra information that is helpful to your application                             |      |
| • Other social landlords operating in Highland.....                                  | 8    |
| • Shared residential access to children.....   | 8    |
| • Previous addresses.....  | 8    |
| • Mortgage to Rent Scheme.....   | 9    |
| • Poor House Condition.....  | 9    |
| • Risk of Homelessness.....  | 9    |
| • Domestic Abuse.....  | 9    |
| • Harassment.....  | 10   |
| • Care and support.....  | 10   |
| • Accessible Housing Register.....   | 10   |
| • Accessible Housing Priority (Health & Medical Rehousing Priority).....             | 10   |
| • Housing Choices - Location.....  | 11   |
| • Where social housing is available in the Highlands.....                            | 12   |
| • Sheltered Housing.....   | 17   |
| • Employment details.....  | 17   |
| • Extra information.....   | 17   |
| • Personal connection.....   | 17   |
| • Anti-Social Behaviour.....   | 18   |
| • Sexual Offences.....   | 18   |
| • Non UK Citizen.....  | 18   |
| • Housing Options  |      |
| - Mutual exchanges.....  | 19   |
| - Shared ownership.....  | 19   |
| - 'New Supply' Shared Equity.....  | 19   |
| - Renting Privately.....   | 19   |
| - Mid-market renting.....  | 19   |
| - Rural Home Ownership Grant.....  | 20   |
| - Help with Repairs, Improvements and Adaptations.....                               | 20   |
| • Statement and declaration.....   | 21   |
| 8. What happens after you receive my application.....                                | 21   |
| 9. How do I appeal if I don't agree with how you have assessed my housing need?..... | 21   |
| 10. Your prospect of social rented housing in Highland.....                          | 21   |
| 11. What other help can I get from the HHR landlords.....                            | 22   |
| 12. Making a complaint or suggestion.....  | 22   |
| 13. Taking part in service improvement.....  | 22   |
| 14. Contact the Highland Housing Register.....                                       | 26   |





Please fill your application for accessible housing in BLACK INK and BLOCK CAPITALS

## What does this guide tell me?

- What to do to register and maintain your application for housing.
- What proof you need to provide so we can process your application:
- Further information relevant to how we process and assess your application:
- Where social rented housing is available in Highland.
- Where to find information about your prospect of social housing in Highland.
- What to do if you don't agree with our assessment of your application.
- How to make a complaint or a suggestion, or become involved in improving our service.



## 1. About Highland Housing Register

### What is Highland Housing Register?

Highland Housing Register is a register for people who are applying for social rented housing in Highland.

The register also holds information about your 'housing need' based on the information you tell us about your housing circumstances in your application.

Highland Housing Register uses this information to rank your priority for any social rented housing that becomes available.

We can also use this information to help you access other suitable types of housing options.

### What is social rented housing?

This is housing that is for rent from a registered social landlord. The registered social landlords that take part in the Highland Housing Register are:

- The Highland Council
- Albyn Housing Society
- Cairn Housing Association
- Lochaber Housing Association
- Caledonia Housing Association
- Pentland Housing Association
- Lochalsh & Skye Housing Association

These landlords have around 20,000 social rented properties in their ownership or management in Highland. Around 1,700 of these properties become available each year.

Not everyone applying for social rented housing will be successful. Your prospects will depend on the supply and demand of social housing in the community where you would like to live.

Information about the location of social housing in Highland is on page 21.

We will give you some information to help you understand your prospect of social rented housing when you apply. We can also tell you how to find this information on our websites.

## The Highland Housing Register



## Can Highland Housing Register help me with any other housing options?

Yes, we can provide you with advice and information about some housing options, such as private rented options or adaptations to help you remain in your own home.

With other options, such as mid-market rented options, or low cost home ownership, we can refer your details to providers or developers. In some cases, Highland Housing Register has arrangements to help allocate these types of options.

But we do need to know what other types of options you are interested in finding out more about. You can help us help you with access to other housing options by completing the questions on page 16 of our housing application.



## 2. About Highland House Exchange

Tenants of Highland Housing Register landlords also have the opportunity to look for a suitable house to move to by registering for FREE with Highland House Exchange:

[www.highland.houseexchange.org.uk](http://www.highland.houseexchange.org.uk)



## 3. Contact the Housing Option Team

If you are homeless or may become homeless within 2 months, or would like some advice on the security of your housing existing home/accommodation you should contact The Highland Council's Homeless Prevention Team at [housing.options@highland.gov.uk](mailto:housing.options@highland.gov.uk) or by telephone on **01349 886602**.



## 4. Other social, affordable and supported housing providers in Highland

There are a number of other providers of social and affordable housing in Highland. You can make enquiries and apply directly to these organisations as they maintain their own separate housing registers and assessment systems.

In some cases, these providers ask for 'nominations' from Highland Housing Register. This means they ask for details of people that are suitable for their vacancies. For example, Hanover, Trust and Margaret Blackwood Housing Associations do this. So it is in your interest to make sure you fill in a Highland Housing Register form too, if you are applying to them.

### **ABBIEFIELD SCOTLAND LTD**

14 New Mart Road, Edinburgh, EH14 1RL

Phone: 0131 225 7801 Fax: 0131 225 7606 Email: [info@abbeyfield-scotland.com](mailto:info@abbeyfield-scotland.com)

[www.abbeyfield-scotland.com/index.php](http://www.abbeyfield-scotland.com/index.php)

**Type of Housing:** Sheltered

### **BLACKWOOD HOMES**

North Regional Office, 23 Raeden Court, Midstocket Road, Aberdeen, AB15 5PF

Phone: 01224 326 331

Fax: 01224 327 414

Email: [info@mbha.org.uk](mailto:info@mbha.org.uk)

[www.mbha.org.uk](http://www.mbha.org.uk)

**Type of Housing:** Accessible housing for people with physical disabilities

### **BIRCHWOOD HIGHLAND**

5 Wells Street, Inverness, IV3 5JT

Phone: (01463) 236507

Fax: (01463) 236522

Email: [info@birchwoodhighland.org.uk](mailto:info@birchwoodhighland.org.uk)

[www.birchwoodhighland.org.uk](http://www.birchwoodhighland.org.uk)

**Type of Housing:** Supported housing for people with mental health issues

### **HANOVER (SCOTLAND) HOUSING ASSOCIATION**

12 Institution Road, Elgin, Moray, IV30 1QX

Phone: (01343) 548585

Fax: (01343) 549519

Email: [northinfo@hsha.org.uk](mailto:northinfo@hsha.org.uk)

[www.hsha.org.uk](http://www.hsha.org.uk)

**Type of Housing:** General Needs - Amenity - Sheltered

### **KEY HOUSING ASSOCIATION**

Savoy Tower, 77 Renfrew Street, Glasgow G2 3BZ

Phone: 0141 332 6672

Fax: 0141 332 7498

Email: [info@keyhousing.org](mailto:info@keyhousing.org)

[www.keyhousing.org](http://www.keyhousing.org)

**Type of Housing:** Supported housing for people with learning disabilities

### **LINK HOUSING ASSOCIATION**

Link Housing Customer Service Centre, Watling House, Callandar Business Park, Falkirk, FK1 1XR

Phone: 08451 400 100

Email: [csc@linkhalt.co.uk](mailto:csc@linkhalt.co.uk)

[www.linkhousing.co.uk](http://www.linkhousing.co.uk)

**Type of Housing:** General Needs

### **TRUST HOUSING ASSOCIATION**

12 New Mart Road, Edinburgh, EH14 1RL

Phone: (0131) 444 1200

Fax: (0131) 444 4949

Email: [info@trustha.org.uk](mailto:info@trustha.org.uk)

[www.trustha.org.uk](http://www.trustha.org.uk)

**Type of Housing:** Sheltered - Very Sheltered - Amenity - Shared Ownership



## **5. Important information about Welfare Reform and your housing application**

### **Changes to benefits which could affect you**

The UK government is introducing a series of changes which you need to be aware of when applying for, and accepting an offer of, housing from any of the HHR partners, particularly if you may need to claim housing benefit to help you pay your rent.

- Housing benefit for people of working age may be reduced if they are living in a property which is too big for them.
- Universal Credit will be introduced for new claimants and will replace all means tested benefits, Tax Credits and Housing Benefit for those of working age. People who receive this benefit will be paid monthly and will get all their benefits in one lump sum paid directly to them.



The Housing element of Universal Credit may be reduced if the property is assessed as too big for the household. Help towards your rent will be no longer paid to the Council on your behalf - if you receive Universal Credit you will have to arrange to pay your rent regularly, in advance.

You may wish to discuss how the size of property you are applying for will affect the level of benefit you will receive before proceeding with your application for housing - please contact your local housing office, details on the back of this booklet.

## Rent payments

You will be expected to pay your rent to us. We can assist you and give you advice on choosing the best method for paying your rent based on your circumstances.

We offer a range of payment methods including;

- Direct Debit
- Online or Telephone payments
- At any service point
- At any PayPoint outlet (including Post Offices)
- Bank Credit Transfer, Tele-banking or Standing Order
- Payments by credit card will incur a 2 per cent charge.

If you are struggling to pay your rent, worried about how welfare changes or have any questions about how they affect your application for housing, please contact any HHR office noted on the back of this booklet.

You may also wish to contact the Council's Welfare Support team on **0800 090 1004** for advice on welfare benefit in general. You can also get advice and information from your local Citizen's Advice Bureau or local advice agency - you can get their details from your local Service Point or from our Service Centre on **01349 886602**.

More information on the changes in benefit and how it will affect you can be found on our website at: [www.highland.gov.uk](http://www.highland.gov.uk) - we will keep this up-to-date with any further changes announced by the Government.



## 6. Proof - what and why

In the housing application we have used this icon to show when we need proof of your circumstances. This section lists all the places in the application where we have shown this icon, and tells you why we need to have this information to process your application.



### Proof of identity

We need proof of all people who will reside with you. We need this proof as this affects the house size you will be eligible for. You will need to send us one of the following original documents, not a photocopy:

- ✓ Passport
- ✓ Driving license
- ✓ Birth certificate
- ✓ National ID card

If you have recently moved and do not yet have documents with your new address, send them as soon as you can.

We need to have proof of your current address to verify your housing circumstances as points can only be applied when we have evidence that you have been resident in the community for at least 12 months at the point of the offer of housing.



## Pregnancy

We need proof of pregnancy as this affects the house size you will be eligible for. It can also affect the level of priority your application is awarded for overcrowding or homelessness points. You need to send us an original document, not a photocopy, such as:

- ✓ Correspondence to you from your Health Visitor or similar confirming the pregnancy.



## Residential access to children

We need proof of residential access arrangements if you want to be considered for an extra bedroom for any children for whom you have residential access. The policy is that you will only be entitled to 1 extra bedroom for children you have access to, regardless of how many children you have access to. Please note it must be regular and set access arrangement.

Evidence can be a letter from the parent who is the primary carer. However, under national arrangements for Getting it Right for Every Child (GIRFEC) we will seek to verify the access arrangements with an appropriate professional such as:

- ✓ The headteacher from the school your child/ren attend
- ✓ The Health Visitor



## Mortgage difficulties

We need proof if you are experiencing difficulty maintaining your mortgage payments, have been advised to sell your home, if your lender is threatening legal action because you have fallen behind with payments, or if you are entering into any Trust Deed or similar to avoid a re-possession.

We also want to know if you have applied for the Mortgage to Rent Scheme and what the outcome of the application was.

### What is the Mortgage to Rent Scheme?

If you are in danger of having your home repossessed, the Scottish Government's mortgage to rent scheme could allow you to remain in your home as a tenant.

The mortgage to rent scheme is run by the Scottish Government as part of the Home Owner Support Fund. The scheme aims to help people, whose homes are at risk of being repossessed, to stay in their homes.

If you apply successfully for the mortgage to rent scheme, your home will be bought by the Council or a housing association, but you will continue to live there as a tenant. Your new landlord will receive funding from the Scottish Government to carry out any necessary repairs so they can charge you a reasonable rent.

### How to apply for the Mortgage to Rent Scheme

Before you apply, you must get advice about your financial situation from either the Citizens Advice Bureau, a debt advice service or a solicitor, or your local council or other advice agency. An adviser should be able to give you an application form and help you fill it in.

You can also get a form direct from the Home Owners' Support Fund website or write to:

**Home Owners' Support Fund Team**, The Scottish Government, Highlander House,  
58 Waterloo Street, Glasgow, G2 7DA

Phone: 0845 279 9999

Email: [homeownersfund@scotland.gsi.gov.uk](mailto:homeownersfund@scotland.gsi.gov.uk)



## Poor house condition

We need proof of poor housing condition if you are a tenant in a private rented property or you are an owner living in your own home which has poor housing condition. Other information about your rights as a private rented tenant are included on page 9.

Tenants of Highland Housing Register landlords, or any other local authority or housing association are not eligible for points under this category. This is because the property standards of social rented housing are well regulated, with arrangements for reporting repairs and defects as well as complaints procedures when you are dis-satisfied.

For private tenants and owners who tell us on their form that their current house has any property defects, we will have to verify that information. We will do that by visiting the property before any offer of alternative housing is made.

When you have told us that the property has one or more of the following more serious defects, we will arrange for an inspection to be carried out by appropriate technical officers from The Highland Council:

- Is not structurally stable
- No adequate and safe electric system
- No adequate supply of wholesome water
- No effective system for drainage & disposal of foul and surface water
- Has rising or penetrating damp.

Where you live in another local authority area, we will require that you provide us with proof of an inspection by the local authority where you live.



## Risk of homelessness

If you tell us on your form that you have had notice to leave your current home, we will need proof to be able to check your rights and assess the need to refer you to the Homeless Prevention Team for a personal interview.

If you are a private tenant, including in tied accommodation, we will need to have a copy of:

- ✓ Your tenancy agreement
- ✓ Your AT5
- ✓ Your AT6
- ✓ Your Notice to Quit

Remember that if you have no written tenancy agreement but having been paying rent, your landlord is still required to serve appropriate and formal legal notice, otherwise they are at risk of criminal prosecution for unlawful eviction.

If you are an owner occupier and your lender is seeking to re-possess the property, we will need to have a copy of all relevant correspondence.

If you are leaving the armed forces, we will need to have a copy of your discharge papers.





## Harassment

If you tell us that you are being harassed at your current home, then we will seek some evidence of the incident(s) from any agency that has been involved in enforcement action against the perpetrator or in supporting you, or advocating for you.

We will also seek guidance on risk assessments from relevant agencies. This could include the police, victim support, any local Anti-Social Behaviour Partnership Group, social work or health services, for example. The Anti-Social Behaviour Partnership Groups are multi agency partnerships with a role to monitor and progress actions against the perpetrators of anti-social behaviour.

We will use the information we gather to assess if it is reasonable for you to remain in your current home, or your priority for being moved, as well as for guidance on any future property to be offered to you.



## Care and support

If you tell us on your form that any of the statements about Care and Support apply to your circumstances, we will require evidence to confirm what you tell us before we can award priority points to your application.

Having Care or Support needs will not guarantee that you will get an award of points in this category.

Instead, we need to confirm that you need to move house so that you can, for example:

- ✓ Live more independently of parental care and support in supported housing;
- ✓ Live independently of the local authority because you are a Care Leaver;
- ✓ Improve your opportunity to get the right care or support services because they are not available where you currently live; or
- ✓ Provide a required level of care or support services to someone else who is assessed to need that care or support.

We seek evidence from any professionals who are involved in the assessment or delivery of the care and support.



## Employment details

If you tell us on your form that you need to move to start a job, or be nearer to your existing place of work, then we need you to send us a copy of your offer of employment or your current job contract.

We also need to know where your workplace is or will be.

The reason we ask for this information is that it can prove your eligibility for the 'Need to Reside' category of housing need, as well as identify which area you have a 'need to reside' in.

If you are not clear about the 'Need to reside' category of housing need, then please ask for a copy of our Allocations Policy, or ask a Housing Officer.



## Anti-Social Behaviour

If you tell us on your form that you or a member of your household has been investigated or evicted for anti-social behaviour, we will need information from you about when and where this was, as this will affect your housing application.

We will consult with the relevant agencies and clarify any potential risk issues, for example, are there any locations where it might be unsuitable for you to be housed?

*continues overleaf*

There may be locations where we will not offer you housing, and any offer of housing to be made will be referred to the Highland area based Anti-Social Behaviour Partnership Groups.

The Anti-Social Behaviour Partnership Groups are multi agency partnerships with a role to monitor and progress actions against the perpetrators of anti-social behaviour.



## Non UK and Irish citizens

If you are not a UK or Irish citizen, we need to see your passport and any other documents in order to be satisfied that you are entitled to apply for social rented housing. Depending on your immigration status, different proof is required (i.e. Settlement Status or biometric card). We will retain a copy of any documentation you provide.

You can find useful immigration information at Shelter and Citizen Advice Scotland website: [www.scotland.shelter.org.uk](http://www.scotland.shelter.org.uk) and [www.citizensadvice.org.uk/scotland](http://www.citizensadvice.org.uk/scotland)



## 7. Extra information that is helpful to your application

In the housing application we have used this icon 'please refer to guide' to show when there is other relevant information to help fill in your form, or that might be helpful for understanding how we deal with applications.

This section lists all the places in the application where we have shown this icon, and gives you some extra information, or refers you to another page in the booklet where the information is provided.



### Other social landlords operating in Highland

Details of other social housing providers operating in Highland is included earlier in this booklet on page 2.



### Shared residential access to children

Remember if you are made an offer giving you an additional bedroom for access to children and you are in receipt of benefits you will be subject to the "Bedroom Tax". Further information about how this can affect your housing application is included earlier in this booklet on page 5.



### Previous addresses

We ask for details about your previous addresses so that we can understand a bit more about the history of your housing circumstances. This can then help us identify other information that might be helpful to your housing options.

If you have had any social rented tenancies, we will check your former tenancy history with your former landlord. Having former tenant rent arrears, or outstanding charges for repairs can affect your application. Your application can be suspended if you have not made or maintained an arrangement to pay any housing debt from your previous tenancies.

If you have been a homeowner in the past, we may wish to know why the property is no longer available to you for occupation, and what, if any, capital there was from a market sale.



## Mortgage to rent scheme

This is a government scheme for home owners who are in difficulty paying their mortgage. Further information is included earlier in this booklet on page 5.



## Poor house condition

### The Repairing Standard – information for private tenants

We provide information and advice to private tenants about their rights in relation to The Repairing Standard. If you are a private tenant you will receive this information when you apply to us.

When you apply, we also check with the Landlord Registration Scheme in Highland to make sure that your landlord is registered with this national scheme. If your landlord is not registered, we make the Landlord Registration Scheme aware that your landlord is operating without the necessary registration.

You can also get information about The Repairing Standard that applies to private rented properties, here:

**Shelter: Who is responsible for repairs?**  
Scotland [www.bit.ly/ShelterScotland-Repairs](http://www.bit.ly/ShelterScotland-Repairs)

### Scheme of Assistance – information for private owners

We can provide information and advice to private owners about the Scheme of Assistance if their house is in disrepair. This scheme offers means tested financial support to owners to enable them to continue living in their own home.

You can get information about The Highland Council Scheme of Assistance here:

**[www.highland.gov.uk/info/1028/improvements\\_and\\_repairs/234/private\\_home\\_repairs](http://www.highland.gov.uk/info/1028/improvements_and_repairs/234/private_home_repairs)**

or more general information here:

**Shelter: Assistance to help pay for repairs**  
Scotland [www.bit.ly/ShelterScotland-SchemeOfAssistance](http://www.bit.ly/ShelterScotland-SchemeOfAssistance)



## Risk of homelessness

If you are at risk of losing your home, or are concerned that you may lose your home, or are being harassed by your landlord, or simply want advice and information about your rights and your security of tenure, then you should contact the Highland Council's Homelessness Prevention Team. The telephone contact details are included on page 2 of this booklet.



## Domestic Abuse

### What is Domestic Abuse?

Domestic Abuse can be perpetrated by partners or ex partners. Domestic Abuse is a general term used to describe a range of 'behaviours'. The type of behaviours include:

- **physical abuse** - such as assault, putting a person in danger, pushing, slapping, hair pulling, kicking or punching.
- **mental and emotional abuse** - such as threats, name calling, blame, ridicule, intimidation, being ignored, racial abuse, withholding money and other types of controlling behaviour such as isolation from family and friends.
- **sexual abuse** - which could include pressurising someone into having sex, taking photos without consent and posting these on web-sites, to other sexual acts which humiliate or degrade including rape.

*continues overleaf*

Domestic Abuse has no boundaries in terms of age, race, religion, sexual orientation, wealth or geography.

### **Why is this question being asked in the Housing Application?**

Highland Housing Register wants households who are experiencing domestic abuse to know that housing services are available and accessible to them, and that every effort will be made to make their existing home safe if possible, or to support access to risk assessed alternative housing where necessary.

Further information about Domestic Abuse and Housing is available at this link:

[www.highland.gov.uk/info/1400/domestic\\_violence/235/domestic\\_abuse](http://www.highland.gov.uk/info/1400/domestic_violence/235/domestic_abuse)

If you do not have access to online information, then please ask a Housing Officer to download this information for you.



### **Harassment**

Further information about how we deal with situations of harassment is included earlier in this booklet on page 7.



### **Care and support**

Further information about how we deal with situations of care and support is included earlier in this booklet on page 7.



### **Accessible Housing Register**

If your current housing has special design features or adaptations to meet your needs, make sure to tell us about these. Use section 8 of the HHR form. This will help us to make sure that you are considered for suitable properties should these become available.

You will also need to complete the Accessible Housing Priority Form if your current housing is making your health issue or medical condition worse or stopping you from doing day to day essential tasks.

### **Accessible Housing Priority (Health & Medical Rehousing Priority)**

If your health or the health of someone in your household is affected by your current housing circumstances, you will be asked to complete an 'Accessible Housing' Priority Form. You should complete this if you, or someone who lives with you, has a:

- **Long-term** physical or mental health issue or medical condition,
- **And** your current housing is unsuitable because it is making your health worse,
- **And** it cannot be made suitable (e.g. by being adapted, or by providing relevant services, or by resolving your issue),
- **And so**, you need to move to a property of a different type, amenity or location to improve your ability to carry out essential day to day tasks.

We will assess and confirm your needs. We may work with the NHS Highland to do this. We use the definitions set out in Equality Act 2010 for our assessment criteria.

We will award Accessible Housing Priority, if you meet all the above criteria. The focus of our assessment is not on the health issue itself, but on the way it affects how you manage in your home. Filling in a form is not a guarantee of priority. Having an illness; mental or physical health issue; or disability will not, on its own, give you additional priority.

If you need 'Accessible Housing' properties or design features to meet your particular health-related needs, these will be recommended. 'Accessible Housing' includes ground

*continues overleaf*

floor, level-access, single storey or bungalow style properties. It also includes design features such as level-access showers. There is a limited supply of Accessible Housing. People with health issues, such as restricted mobility, are prioritised for these.

Accessible Housing Priority points are counted only if the property is suitable for your recommended needs. For example, if you are assessed as needing ground-floor living, your Accessible Housing Priority points will not apply to houses with upstairs bathrooms only. We may carry out an Occupational Therapy (OT) assessment of properties being considered for you. This is to make sure that it meets your needs.

Our decision is based on what is on the form and the documents you give us. Include everything you want considered. This includes details of health or social care staff treating or caring for you and evidence about your long-term health / medical issue. We may ask you to contact your doctor or other medical professional for written confirmation of your condition and how your housing situation affects your health.

We may do a home visit. If you can't provide evidence, tell us.

Each Accessible Housing Priority Form is for 1 person only. Anyone else in the household who, in light of their health issue or medical condition, is unsuitably housed, has to fill out a separate form. All Accessible Housing Priority Forms are assessed together. Only one set of Priority points can be awarded. These are based on the person in the household with the greatest need.

It may be more appropriate to carry out adaptations to your existing home. We can assist with this (renters and owners). If you are a tenant of a private sector landlord, you have a right to adapt your home if it is unsuitable. Contact your landlord to ask about adaptations.

### **Is there anything that will not be taken into account?**

We will not award Accessible Housing Priority points when you have a health condition you are expected to recover from, or where your health condition does not affect your ability to carry out day to day tasks in around your current house.

We will not award Accessible Housing Priority points because you are experiencing antisocial behaviour or are having problems with your neighbours. We can provide you with advice and / or assistance if you are experiencing these circumstances.

### **What if I already live in accessible housing but I need to move for other reasons?**

If you have a health issue or medical condition which is **not** being made worse in your current housing - **and** you need special design features or adaptations in your home, tell us about these in section 8 of your Housing Application.

We may also ask you to complete the form for Accessible Housing Priority. This will help us to be clear about the property type, features or adaptations that you require.

Although you will **not** be eligible for Accessible Housing Priority points, you may be eligible for other types of housing need points.



## **Housing choices – location**

On page 13 of the application form you are asked to list up to 10 choices of town or village that you would prefer to live in.

The next few pages shows the list of all the towns and villages in Highland where there is a supply of social rented housing.

Write the name and the code of the towns or villages you want, in your application form. You will be considered equally for all your choices.

If you would like information about the demand and availability of social housing in these towns and villages, you can ask a member of staff for 'Prospects' information, or you can check the 'Prospects' information yourself at this link:

**[www.highland.gov.uk/info/925/council\\_housing/244/apply\\_for\\_a\\_council\\_house/5](http://www.highland.gov.uk/info/925/council_housing/244/apply_for_a_council_house/5)**





## Where social housing is available in the Highlands

### Caithness and Sutherland

Letting Zone - **WEST CAITHNESS** - ZCA10

| Town/Village | Code | Town/Village | Code | Town/Village | Code | Town/Village | Code |
|--------------|------|--------------|------|--------------|------|--------------|------|
| Barrock      | B06  | Bower        | B13  | Castletown   | C09  | Dunnet       | D12  |
| Durran       | D16  | Forss        | F03  | Geise        | G03  | Glengolly    | G09  |
| Gillock      | G04  | Halkirk      | H01  | Janetstown   | J01  | Mey          | M06  |
| Murkle       | M11  | Reay         | R03  | Scarfskerry  | S01  | Scrabster    | S02  |
| Shebster     | S04  | Spittal      | S12  | Thurso       | T04  | Westfield    | W03  |
| Weydale      | W04  |              |      |              |      |              |      |

### Caithness and Sutherland

Letting Zone - **EAST CAITHNESS** - ZCA20

| Town/Village | Code | Town/Village  | Code | Town/Village  | Code | Town/Village | Code |
|--------------|------|---------------|------|---------------|------|--------------|------|
| Ackergill    | A07  | Auckengill    | A18  | Canisbay      | C02  | Clyth        | C11  |
| Dunbeath     | D11  | Haster        | H02  | John O'Groats | J02  | Keiss        | K01  |
| Latheron     | L03  | Lyth          | L14  | Latheronwheel | L04  | Lybster      | L13  |
| Milton       | M07  | Occumster     | 001  | Papigoe       | P01  | Reiss        | R04  |
| Staxigoe     | S14  | Thrumster     | T03  | Ulbster       | U02  | Watten       | W02  |
| Wick         | W06  | Wick-Pulteney | W07  |               |      |              |      |

### Caithness and Sutherland

Letting Zone - **NORTH WEST SUTHERLAND** - ZSU10

| Town/Village  | Code | Town/Village | Code | Town/Village | Code | Town/Village | Code |
|---------------|------|--------------|------|--------------|------|--------------|------|
| Altnaharra    | A09  | Bettyhill    | B08  | Drumbeg      | D08  | Durness      | D14  |
| Kinlochbervie | K08  | Kylesku      | K17  | Lochinver    | L10  | Melness      | M04  |
| Melvich       | M05  | Portskerra   | P08  | Rhiconich    | R05  | Scourie      | S03  |
| Skerray       | S08  | Stoer        | S16  | Strathy      | S18  | Tongue       | T06  |

## Caithness and Sutherland

Letting Zone - **EAST SUTHERLAND** - ZSU20

| Town/Village | Code | Town/Village | Code | Town/Village | Code | Town/Village | Code |
|--------------|------|--------------|------|--------------|------|--------------|------|
| Ardgay       | A12  | Bonar Bridge | B12  | Brora        | B16  | Camore       | C01  |
| Dornoch      | D05  | Edderton     | E01  | Embo         | E04  | Golspie      | G12  |
| Helmsdale    | H03  | Inveran      | I02  | Kinbrace     | K00  | Lairg        | L02  |
| Loth         | L12  | Oykel Bridge | 005  | Portgower    | P05  | Rogart       | R06  |
| Rosehall     | R07  |              |      |              |      |              |      |

## Skye, Ross and Cromarty

Letting Zone - **TAIN & SURROUNDING AREA** - ZRC10

| Town/Village     | Code | Town/Village | Code | Town/Village      | Code |
|------------------|------|--------------|------|-------------------|------|
| Balintore/Hilton | B02  | Tain         | T01  | Seaboard Villages | S05  |

## Skye, Ross and Cromarty

Letting Zone - **ALNESS/INVERGORDON & SURROUNDING AREA** - ZRC20

| Town/Village | Code | Town/Village | Code | Town/Village | Code | Town/Village | Code |
|--------------|------|--------------|------|--------------|------|--------------|------|
| Alness       | A08  | Ardross      | A14  | Evanton      | E05  | Invergordon  | I06  |
| Milton       | M08  |              |      |              |      |              |      |

## Skye, Ross and Cromarty

Letting Zone - **MID ROSS** - ZRC30

| Town/Village | Code | Town/Village | Code | Town/Village | Code | Town/Village | Code |
|--------------|------|--------------|------|--------------|------|--------------|------|
| Conon Bridge | C12  | Contin       | C13  | Dingwall     | D03  | Garve        | G02  |
| Marybank     | M02  | Maryburgh    | M03  | Muir of Ord  | M10  | Strathpeffer | S17  |

## Skye, Ross and Cromarty

Letting Zone - **BLACK ISLE** - ZRC40

| Town/Village | Code | Town/Village | Code | Town/Village  | Code |
|--------------|------|--------------|------|---------------|------|
| Black Isle   | B09  | Cromarty     | C16  | North Kessock | No4  |

## Skye, Ross and Cromarty

Letting Zone - **ULLAPOOL** - ZRC50

| Town/Village | Code | Town/Village | Code | Town/Village | Code |
|--------------|------|--------------|------|--------------|------|
| Achiltibuie  | A04  | Badcaul      | B01  | Ullapool     | U03  |

### Skye, Ross and Cromarty

Letting Zone - **GAIRLOCH & SURROUNDING AREA** - ZRC60

| Town/Village | Code | Town/Village | Code | Town/Village | Code | Town/Village | Code |
|--------------|------|--------------|------|--------------|------|--------------|------|
| Aultbea      | A21  | Gairloch     | G01  | Inverasdale  | I03  | Poolewe      | P04  |

### Skye, Ross and Cromarty

Letting Zone - **LOCHCARRON & SURROUNDING AREA** - ZRC70

| Town/Village | Code | Town/Village | Code | Town/Village | Code |
|--------------|------|--------------|------|--------------|------|
| Achnasheen   | A06  | Applecross   | A10  | Kinlochewe   | K09  |
| Lochcarron   | L09  | Shieldaig    | S06  | Torridon     | T09  |

### Skye, Ross and Cromarty

Letting Zone - **NORTH WEST SKYE & RAASAY** - ZLS10

| Town/Village   | Code | Town/Village    | Code | Town/Village | Code | Town/Village | Code |
|----------------|------|-----------------|------|--------------|------|--------------|------|
| Carbost        | C05  | Dunvegan        | D13  | Edinbane     | E02  | Glendale     | G06  |
| Isle of Raasay | I09  | Kilmuir         | K04  | Orbost       | O03  | Portnalong   | P06  |
| Portree        | P07  | Skeabost Bridge | S07  | Staffin      | S15  | Struan       | S20  |
| Uig            | U01  | Waternish       | W01  |              |      |              |      |

### Skye, Ross and Cromarty

Letting Zone - **SOUTH SKYE** - ZLS20

| Town/Village | Code | Town/Village | Code | Town/Village | Code | Town/Village | Code |
|--------------|------|--------------|------|--------------|------|--------------|------|
| Ardvasar     | A15  | Armadale     | A17  | Broadford    | B14  | Ferrindonald | F02  |
| Kyleakin     | K16  | Teangue      | T02  |              |      |              |      |

### Skye, Ross and Cromarty

Letting Zone - **LOCHALSH** - ZLS30

| Town/Village | Code | Town/Village | Code | Town/Village | Code | Town/Village | Code |
|--------------|------|--------------|------|--------------|------|--------------|------|
| Achmore      | A05  | Auchtertyre  | A19  | Balmacara    | B04  | Dornie       | D04  |
| Duirinish    | D09  | Glenelg      | G07  | Glenshiel    | G10  | Inverinate   | I07  |
| Kyle         | K15  | Plockton     | P03  | Ratagan      | R01  |              |      |

### Nairn, Badenoch & Strathspey and Lochaber

Letting Zone - **WEST LOCHABER** - ZL010

| Town/Village | Code | Town/Village | Code | Town/Village | Code | Town/Village | Code |
|--------------|------|--------------|------|--------------|------|--------------|------|
| Arisaig      | A16  | Eigg         | E03  | Glenfinnan   | G08  | Kinlochiel   | K10  |
| Knoydart     | K14  | Lochailort   | L07  | Mallaig      | M01  | Morar        | M09  |

### Nairn, Badenoch & Strathspey and Lochaber

Letting Zone - **NORTH EAST LOCHABER** - ZL020

| Town/Village | Code | Town/Village | Code | Town/Village | Code |
|--------------|------|--------------|------|--------------|------|
| Invergarry   | I05  | Roy Bridge   | R08  | Spean Bridge | S13  |

### Nairn, Badenoch & Strathspey and Lochaber

Letting Zone - **PENINSULA LOCHABER** - ZL030

| Town/Village | Code | Town/Village | Code | Town/Village | Code | Town/Village | Code |
|--------------|------|--------------|------|--------------|------|--------------|------|
| Achaphubuil  | A01  | Acharacle    | A02  | Ardgour      | A13  | Drimin       | D07  |
| Glenuig      | G11  | Kilchoan     | K03  | Lochaline    | L08  | Strontian    | S19  |

### Nairn, Badenoch & Strathspey and Lochaber

Letting Zone - **SOUTH LOCHABER** - ZL040

| Town/Village | Code | Town/Village       | Code | Town/Village | Code | Town/Village | Code |
|--------------|------|--------------------|------|--------------|------|--------------|------|
| Ballachulish | B03  | Duror              | D15  | Glencoe      | G05  | Kentallen    | K02  |
| Kinlochleven | K11  | North Ballachulish | N03  | Onich        | 002  |              |      |

### Nairn, Badenoch & Strathspey and Lochaber

Letting Zone - **CENTRAL LOCHABER** - ZL050

| Town/Village | Code | Town/Village    | Code | Town/Village | Code | Town/Village | Code |
|--------------|------|-----------------|------|--------------|------|--------------|------|
| Banavie      | B05  | Caol            | C04  | Claggan      | C10  | Corpach      | C14  |
| Fort William | F05  | Inverlochy      | I08  | Lochyside    | L11  | Plantation   | P02  |
| Torlundy     | T07  | Upper Achintore | U05  |              |      |              |      |

### Nairn, Badenoch & Strathspey and Lochaber

Letting Zone - **AVIEMORE** - ZBC10

| Town/Village | Code | Town/Village   | Code | Town/Village | Code | Town/Village | Code |
|--------------|------|----------------|------|--------------|------|--------------|------|
| Aviemore     | A22  | Boat of Garten | B10  | Carrbridge   | C06  | Kincraig     | K06  |

### Nairn, Badenoch & Strathspey and Lochaber

Letting Zone - **KINGUSSIE** - ZBC20

| Town/Village | Code | Town/Village | Code | Town/Village | Code | Town/Village | Code |
|--------------|------|--------------|------|--------------|------|--------------|------|
| Dalwhinnie   | D02  | Kingussie    | K07  | Laggan       | L01  | Newtonmore   | N02  |

### Nairn, Badenoch & Strathspey and Lochaber

Letting Zone - **GRANTOWN** - ZBC30

| Town/Village | Code | Town/Village   | Code | Town/Village     | Code | Town/Village | Code |
|--------------|------|----------------|------|------------------|------|--------------|------|
| Cromdale     | C17  | Dalnain Bridge | D10  | Grantown on Spey | G13  | Nethybridge  | N01  |

## Nairn, Badenoch & Strathspey and Lochaber

Letting Zone - **NAIRN** - ZNA10

| Town/Village  | Code | Town/Village | Code | Town/Village | Code | Town/Village | Code |
|---------------|------|--------------|------|--------------|------|--------------|------|
| Achareidh     | A03  | Boathpark    | B11  | Broadhill    | B15  | Cranloch     | C15  |
| Fraserpark    | F06  | Ordview      | 004  | Queenspark   | Q01  | Tradespark   | T10  |
| Nairn Central | N00  |              |      |              |      |              |      |

## Nairn, Badenoch & Strathspey and Lochaber

Letting Zone - **RURAL** - ZNA20

| Town/Village | Code | Town/Village | Code |
|--------------|------|--------------|------|
| Auldearn     | A20  | Rural        | R09  |

## Inverness and Inverness-shire

Letting Zone - **BEAULY** - ZIN20

| Town/Village | Code | Town/Village | Code | Town/Village | Code | Town/Village | Code |
|--------------|------|--------------|------|--------------|------|--------------|------|
| Beaully      | B07  | Cannich      | C03  | Kiltarlity   | K05  | Kirkhill     | K13  |

## Inverness and Inverness-shire

Letting Zone - **ARDERSIER & SURROUNDS** - ZIN10

| Town/Village   | Code | Town/Village | Code | Town/Village | Code | Town/Village | Code |
|----------------|------|--------------|------|--------------|------|--------------|------|
| Ardersier      | A11  | Croy         | C18  | Culloden     | C19  | Inshes       | I01  |
| Milton of Leys | M13  | Smithton     | S09  | Tornagrain   | T08  |              |      |

## Inverness and Inverness-shire

Letting Zone - **LOCH NESS & SURROUNDS** - ZIN30

| Town/Village  | Code | Town/Village                           | Code | Town/Village    | Code |
|---------------|------|--|------|-----------------|------|
| Fort Augustus | F04  | Loch Ness North<br><i>Excl Cannich</i> | L05  | Loch Ness South | L06  |

## Inverness and Inverness-shire

Letting Zone - **TOMATIN** - ZIN40

| Town/Village | Code | Town/Village | Code |
|--------------|------|--------------|------|
| Tomatin      | T05  | Farr         | F01  |



## Inverness and Inverness-shire

### Letting Zone - **INVERNESS CITY - ZIN50**

| Town/Village             | Code | Town/Village  | Code | Town/Village                   | Code |
|--------------------------|------|---------------|------|--------------------------------|------|
| Carse                    | C07  | Merkinch      | M14  | Central/<br>Crown/<br>Raigmore | C08  |
| Dalneigh/<br>Springfield | D01  | Hilton        | H04  | Kinmylies/<br>Muirtown         | K12  |
| Culcabock                | M12  | South Kessock | S10  | Wester Inshes                  | W08  |



### Sheltered housing

This self-contained accommodation (some with communal facilities) is for older people and younger disabled people to allow them to live independently. It is allocated to people who are:

- aged over 60 years who need and/or accept the need for the enhanced housing management (warden) service; OR
- assessed as needing the enhanced housing (warden) service: whether people with a disability, low level needs, or other community care needs.

In choosing this option, you are agreeing to pay the enhanced housing service charge - in addition to your rent charge. If you are eligible, this may be covered by benefits. Some tenants have additional care and support, which they have arranged separately, to help them live independently. The warden's role is to act as a point of contact and provide information / advice. They cannot give any personal, domestic or nursing care. They may not be based in the scheme. Telecare services are available - you need 3 people (at least 2) as your responder contacts should you need help in an emergency.

For more information see: [www.highland.gov.uk](http://www.highland.gov.uk) or speak to your local office.



### Employment details

The reason we ask for information about your employer, and where you will be working, and how this can affect your housing application is set out earlier in the booklet at page 7.



### Extra information

Page 14 of the application includes a space for you to give us a bit more information about your circumstances if you feel there is something that our questions have missed.

This might include some information about why you need or want to move house.

You could also use this space to tell us why your own home is no longer suitable, or what it would take to make it suitable.

Or you might want to share with us any problems you are experiencing with your landlord.



### Personal connection

On page 14 of the application you are asked to tell us if you have a personal connection with either The Highland Council, or any of the other HHR landlords.

*continues overleaf*

We need to know if you work for any of the HHR organisations or whether you are related to someone who does.

We also need to know if you are a locally elected councillor, or board member of any of the HHR organisations or related to someone who is.

The reason we need to know this information is to make sure that an additional level of scrutiny can be applied to any offers of housing.

We want to give staff, customers, elected members and voluntary board members the security of knowing there is a robust audit process.



## Sexual offences

The Management of Offenders (Scotland) Act 2005 requires local authorities, police, Scottish Prison Service and the NHS to jointly establish arrangements for the assessment and the management of risks posed by sex and violent offenders.

The above agencies are considered the Responsible Authorities and have specific responsibilities under the legislation, other organisations, including housing providers have a Duty to Cooperate with these arrangements.

Sex offenders are managed through the Multi-Agency Public Protection Arrangements - known as MAPPA. This means that accommodation requires to be risk assessed before and offer can be made.

Further information is available at the following link:

[www.highland.gov.uk/info/1396/criminal\\_justice\\_social\\_work/433/criminal\\_justice\\_service/5](http://www.highland.gov.uk/info/1396/criminal_justice_social_work/433/criminal_justice_service/5)



## Anti-social behaviour

We provide some additional information about why we ask about anti-social behaviour in an earlier section in the booklet on page 7.

Further information about The Highland Council and Northern Constabulary Anti-Social Behaviour Strategy 2011 – 2016 is available at this link:

[www.highland.gov.uk/info/997/housing\\_advice/222/antisocial\\_behaviour](http://www.highland.gov.uk/info/997/housing_advice/222/antisocial_behaviour)

Please ask a Housing Officer if you would like this information downloaded.



## Non UK citizen

Further information is included earlier on page 8.



## Housing options

On page 16 of the application we ask you to tell us if you are interested in any other housing options.

### Why are you asking me about my interest in other housing options?

- There are around 10,000 households registered on Highland Housing Register.
- There are around 1700 properties becoming available for rent each year.
- 1 in 6 households on the register will be housed each year.

### What about the households who won't achieve a house through HHR?

We want to improve the information we provide about:

- opportunities to make your current home suitable for your needs, where possible;
- the availability of mutual exchanges, if you are already an HHR tenant;
- other types of rented options in the areas you would like to live;
- the availability of low cost home ownership in the areas you would like to live.

*continues overleaf*

We can provide you with improved information on any other options you tell us you have an interest in.

We can also provide your details to housing developers if you let us. You have to 'tick' the marketing and advertising question in the declaration to let us do this.

This means we can improve your prospect of other housing options, where it is not reasonable to expect a social rented outcome.

Also on page 16 of the application we've asked for information about your household income and your employment status. The reason we've asked for this is so that we can make sure that we only give you information for options that are realistic for you, or provide your details to developers for options that you can reasonably expect to be eligible for.

## **Here are descriptions of the housing options listed in the application form:**

**Mutual Exchanges:** Tenants of social rented housing have the right to 'swap' their house with other social rented tenants, with their landlord's permission. Highland Housing Register has made it easier for tenants to do this by offering a free on line service at:

**[www.highland.houseexchange.org.uk](http://www.highland.houseexchange.org.uk)**

**Shared Ownership:** Shared ownership schemes aim to help people who are otherwise unable to buy a suitable home to become home owners. Through a shared ownership scheme, you can buy a 25 percent, 50 percent or 75 percent share in a house or flat owned by the housing association, usually in a new build development. You'll then pay a reduced 'rent', called an occupancy payment, for the part of the home that you don't own. The total monthly cost of your mortgage repayments and occupancy payment should come to less than the repayments on a mortgage for the whole property.

After the first year, you will have the option to purchase further shares (although you don't have to) until eventually you own the whole home outright.

**'New Supply' Shared Equity:** The New Supply Shared Equity scheme is aimed at helping people on low incomes who want to own their own homes but who can't afford to pay the full price. While it is mainly targeted at first time buyers, it can also help others whose circumstances have changed, such as people affected by relationship breakdown. The scheme has been designed flexibly so that it can also be used to assist disabled people and older people who live in housing not suited to their needs.

**Renting Privately:** This is renting a property at a market rent. Renting privately can be a good solution, but there are a number of things that you need to think through: cost, location & transport, general condition of the property, condition of furniture and fittings, safety, energy efficiency, and the landlord. Shelter Scotland provides good guidance on renting privately.

**Mid-Market Renting:** This is also known as 'intermediate' renting. This is a new form of affordable housing. It allows tenants to pay rent levels below the normal market rent level in their area, although rents are higher than what a tenant would normally expect to pay in social housing. Starting rents are set at around 84 percent of the March 2011 Local Housing Allowance rate. There have been some mid-market rented properties developed in Highland.

**Rural Home Ownership Grant:** RHOGS are available to help first time buyers in rural areas to buy or build their own homes. The grants are designed to fill the gap between the maximum mortgage you can get and the cost of a reasonable first home. Grants usually range from £10,000-£20,000 and, on average, amount to around 30 percent of the total cost of buying or building the home. Grants won't make up more than 33 percent of the total building and land costs.

## **Help with Repairs, Improvements and Adaptations – home owners, private renters, shared equity or shared ownership owners:**

If you need to carry out repair, improvement or adaptation work to remain in your home, you may be able to get some help from the Council.

### **The Highland Council Scheme of Assistance**

Can offer assistance with adapting your home to make it more suitable for someone who has been adversely affected by age, impairment, ill health, or traumatic injury. Can also offer assistance with repairing and improving your home.

### **The Highland Council Scheme of Assistance**

The assistance available includes information and advice; signposting and referral to appropriate professionals; financial support and enhanced assistance for people aged over 65 or of any age with a disability.

Further information is available in 2 leaflets. Please ask a Housing Officer to download these for you, if you don't have online access.

### **Adaptations**

[www.highland.gov.uk/info/1075/supported\\_and\\_sheltered\\_housing/228/home\\_modifications\\_for\\_the\\_elderly\\_or\\_disabled](http://www.highland.gov.uk/info/1075/supported_and_sheltered_housing/228/home_modifications_for_the_elderly_or_disabled)

### **Repairs and Improvements**

[www.highland.gov.uk/info/1028/improvements\\_and\\_repairs/234/private\\_home\\_repairs](http://www.highland.gov.uk/info/1028/improvements_and_repairs/234/private_home_repairs)

## **Help with Repairs, Improvements and Adaptations – council tenants:**

If you are a council tenant and getting your home adapted would help you to stay in your own home, we can help you apply for suitable adaptations. This usually involves a health and social care assessment. You can contact your local Housing and Property Office in the first instance - noted at the back of this booklet.

If significant adaptations to your home would help you to continue living safely and independently (e.g. an extension for a ground floor bedroom, a ground floor toilet, alterations to kitchen or bathroom), this can be considered.

Some small adaptations can be provided without a health and social care assessment, such as:

- ✓ hand rails (and other types of rails)
- ✓ internal door threshold ramps
- ✓ improved access and widened pathway to main entrance
- ✓ door entry intercom
- ✓ some ramps
- ✓ window opening equipment
- ✓ kitchen lever taps
- ✓ bathroom lever taps

## **Help with Repairs, Improvements and Adaptations – housing association tenants:**

Please contact your own landlord about the arrangements they have in place. HHR landlords are noted on the back page of this booklet.



## Statement and declaration

We cannot process your application unless you and your joint applicant sign the declaration and accept the conditions of application.

**You can say 'No' or 'Yes' to our new marketing and advertising question.**

### What happens if I say Yes?

As well as holding your information on our register for social rented housing, we can also pass on your details to other housing developers and providers who have housing of the size and type you want, in areas that you are interested in.

### What happens if I say No?

We cannot pass on your details.



## 8. What happens after you receive my application

Our target for inputting applications we receive is 5 days. It may take us longer to make your application live if you have not provided us with all the correct information we need.

Once we have assessed your application we will write to you to tell you:

- The size of house you are eligible for;
- The areas that you want to be considered for;
- What housing need categories you are eligible for;
- What housing need points total you have.

This letter will also provide some 'prospects' information about the supply, demand and availability of social rented housing in the areas you want to live.



## 9. How do I appeal if I don't agree with how you have assessed my housing need

You should make sure to ask for a copy of the Highland Housing Register Allocations Policy.

You should contact the office who wrote to you, and explain why you disagree.

If you are not happy with their response, you can appeal to the Housing Manager of the office who processed your application.

You should also make sure to ask for a copy of the Complaints Procedure.



## 10. Your prospect of social rented housing in Highland

We will provide you with information about the supply, demand and availability of social rented housing in the areas you are applying for when you apply to us.

Comprehensive information for all areas in Highland is provided on The Highland Council website at:  
[www.highland.gov.uk/info/925/council\\_housing/244/apply\\_for\\_a\\_council\\_house/5](http://www.highland.gov.uk/info/925/council_housing/244/apply_for_a_council_house/5)

Although anyone can register for social rented housing, only 1 in 6 households will be housed.



In areas of Highland this ratio is far greater because there is a supply problem, in other areas it is much easier to get houses because supply is more buoyant.

We match applicants to available housing based on the choices you make on your application and your eligibility for certain property types. Applications are ranked according to their housing need priority.

HHR staff can advise on your prospect of a social rented house, and you can select other housing options if you have limited or no prospect of a social rented outcome in the areas you wish to be housed. You can also consider widening your area choices to improve your prospect, if that is practical.



## 11. What other help can I get from the HHR landlords

You can contact any of the HHR landlords at any time to discuss your application in more detail.

We recognise that you may be disappointed with your prospect of social rented housing, but we will help with information about other options that may be available to you.

We will also make sure that your application is recorded on the register in a way that will make sure we can provide you with updated information about your other chosen options.



## 12. Making a suggestion or a complaint

### Suggestions

If you have a suggestion for service improvement, or have some information you think would be helpful to include in this guide, please contact any of our HHR offices.

### Complaints

If you have a complaint about how your application has been managed or handled, you need to complain to the office which is managing your application. Any letters you receive from us will show which office that is.

Contact details for each of the HHR offices are on the back of this booklet.



## 13. Taking part in service improvement

From time to time we ask volunteers from our register to take part with us in consultations, focus groups, satisfaction measuring or measuring service standards. This is to make sure we include customers directly in improvements to our service.

If you are interested in taking part in this way, please email us at any of our HHR offices.

Contact details for each of the HHR offices are on the back of this booklet.



**Blank for your own notes**



**Blank for your own notes**



**Blank for your own notes**



## 14. Contact the Highland Housing Register

### The Highland Council - Area Housing and Property Offices

**Alness:** 5A River Wynd, Teaninich Industrial Estate, ALNESS, IV17 0PE

**Email:** [housing.ross@highland.gov.uk](mailto:housing.ross@highland.gov.uk)

**Dingwall:** Portakabin, High Street, DINGWALL, IV15 9TF

**Email:** [housing.ross@highland.gov.uk](mailto:housing.ross@highland.gov.uk)

**Drummuie, Golspie:** Drummuie, GOLSPIE, KW10 6TA

**Email:** [housing.sutherland@highland.gov.uk](mailto:housing.sutherland@highland.gov.uk)

**Fort William:** Charles Kennedy Building, Achintore Road, FORT WILLIAM, PH33 6RQ

**Email:** [housing.lochaber@highland.gov.uk](mailto:housing.lochaber@highland.gov.uk)

**Inverness:** Town House, High Street, INVERNESS, IV1 1JJ

**Email:** [housing.inverness@highland.gov.uk](mailto:housing.inverness@highland.gov.uk)

**Kingussie:** Kingussie Courthouse, 36 High Street, KINGUSSIE PH21 1HR

**Email:** [housing.badenoch@highland.gov.uk](mailto:housing.badenoch@highland.gov.uk)

**Nairn:** The Court House, High Street, NAIRN IV12 4AU

**Email:** [housing.nairn@highland.gov.uk](mailto:housing.nairn@highland.gov.uk)

**Portree:** Tigh-na-Sgire, Park Lane, PORTREE, IV51 9GP

**Email:** [housing.skye@highland.gov.uk](mailto:housing.skye@highland.gov.uk)

**Thurso:** Rotterdam Street, THURSO, KW14 8AB

**Email:** [housing.caithness@highland.gov.uk](mailto:housing.caithness@highland.gov.uk)

**Wick:** Caithness House, Market Place, WICK, Caithness, KW1 4AB

**Email:** [housing.caithness@highland.gov.uk](mailto:housing.caithness@highland.gov.uk)

**Telephone: 01349 886 602**

### Housing Associations

#### Albyn Housing Society Ltd

- Charity No: SCO27123

Head Office, 98-100 High Street, Invergordon, IV18 0DL

**Phone:** 0300 3230990

**Email:** [housing.north@albynhousing.org.uk](mailto:housing.north@albynhousing.org.uk)

68 MacLennan Crescent, Inverness, IV3 8DN

**Phone:** 0300 3230991

**Email:** [housing.south@albynhousing.org.uk](mailto:housing.south@albynhousing.org.uk)

#### Cairn Housing Association Ltd

- Charity No: SCO16647

Cairn House, 30 Waterloo Place, Inverness, IV1 1NB

**Phone:** 0800 990 3405

**Email:** [enquiries@cairnha.com](mailto:enquiries@cairnha.com)

#### Caledonia Housing Association Limited

- Charity No. SCO13988

5 South St Johns Place, Perth PH1 5SU

**Phone:** 0800 678 1228

**Email:** [info@caledoniaha.co.uk](mailto:info@caledoniaha.co.uk)

#### Lochaber Housing Association Ltd

- Charity No: SCO30951

101 High Street, Fort William, PH33 6DG

**Phone:** 01397 702530

**Email:** [info@lochaberhousing.org.uk](mailto:info@lochaberhousing.org.uk)

#### Lochalsh & Skye Housing Association Ltd

- Charity No: SCO38019

Morrison House, Bayfield, Portree,

Isle of Skye, IV51 9EW

**Phone:** 01478 612035

**Email:** [housing@lsha.co.uk](mailto:housing@lsha.co.uk)

#### Pentland Housing Association Ltd

- Charity No: SCO37286

37/39 Traill Street, Thurso, KW14 8EG

**Phone:** 01847 892507

**Email:** [pha@pentlandhousing.co.uk](mailto:pha@pentlandhousing.co.uk)

### The Highland Housing Register

