



Information Guide

Partners

Caledonia Housing Association
Dunedin Canmore Housing
Association
Fife Council
Fife Housing Association
Glen Housing Association
Hillcrest Housing Association
Kingdom Housing Association
Ore Valley Housing Association

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Equal Opportunities

All of the housing providers participating in the Fife Housing Register (FHR) are committed to ensuring equality of opportunity and treatment for all people, and that their practices allow equal access to services. The FHR aims to ensure that everyone who applies for housing is treated fairly, irrespective of gender, race, marital status, religion, age and physical disability.

Regular monitoring will take place to ensure that all FHR landlords offer equal access. For further information please contact any of the partner organisations.

Introduction

Your present home may not be suitable, or you may believe that it will become unsuitable in the future. You may not be in a position to buy and you are looking for a rented home.

In Fife, more people need homes than there are available to rent. This means that we have to keep lists and have policies to help decide who is offered housing. Fife Housing Register makes it possible for you to fill in one application form giving your circumstances and preferences to be considered by the partners who have homes in the parts of Fife you want to live.

This Guide gives you information to help you apply for housing and tells you about where we have homes to rent. It also gives you some information about other housing options that may be suitable for you.

Data Protection Act 1998

The information you provide on this form is held by Fife Council on behalf of the organisations participating in Fife Housing Register. It must be processed fairly and lawfully and you are entitled to know how we intend to use the information you provide. It may be made available to the partner landlords within the Fife Housing Register for the following purposes:-

- To decide if you are eligible for housing with the partner landlord
- Enable partner landlords to provide advice and guidance regarding your housing options
- To award you priority for housing in accordance with the points system of the partner landlord(s)
- Enable partner landlords to match your needs and preferences with available properties
- Enable partner landlords to decide if a property will be offered to you
- Partners may contact your landlord or former landlord for information about you
- Partners may also use the information for administrative purposes, reporting
- statistical analysis or for strategic planning

The sensitive personal data collected on this form will be processed for the following purposes:-

- Racial or ethnic origin for equal opportunities
- Physical or mental health data required to assess your need for housing

For independent advice about data protection, privacy and data-sharing issues, contact the Information Commissioner at:

Wycliffe House
Water Lane
Wilmslow, Cheshire
SK9 5AF

Phone 01625 545745

Email: mail@dataprotection.gov.uk Web: www.informationcommissioner.gov.uk

Applying for housing with the Council or Housing Association

Can I apply for housing?

Under the Housing (Scotland) Act 2001, anyone aged 16 or over will be accepted onto the Housing List by filling in and signing an application form.

When assessing your application we are not allowed to consider:

- the income of the household
- whether the applicant or his/her family own or have owned property
- whether the applicant and his/her spouse currently live together
- marital status or any civil proceedings affecting a relationship breakdown
- the length of time the applicant has lived in Fife
- the age of the applicant (provided they are 16 or above)
- tenancy related debts where:
 - the applicant is/was not the tenant
 - debt has been cleared
 - less than one months rent is due
 - a repayment arrangement is in place and is paid for 12 consecutive weeks
 - there are outstanding debts which does not relate to the tenancy

The only exception may be that Council housing is regarded as a form of public assistance therefore if you are not eligible for 'public assistance' the council will be limited in terms of the 'assistance' it can offer. These restrictions do not apply in the same way to housing associations, therefore, your application will be registered and assessed on your individual circumstances.

What you can expect from us

- friendly help at the point of contact
- good quality advice and information
- an effective and efficient service
- that your application will be treated fairly
- that your information will only be seen by those who need to know
- that you will be told about any problems with your application form

Where do I get a form?

You can get a form from any of the 'Useful Contacts' on pages 14 and 15.

Where can I get help?

If you need any information or help please contact your nearest housing association office or council local office. You can also get help from Citizens Advice and Rights Fife (CARF) or any of the other advice providers listed on page 15.

What do I do when I have completed my application form?

When you are sure you have given us all of the information we need to assess your housing circumstances (providing proof and additional information where this is asked for) you can send or take it to any of the offices listed on pages 13 and 14.

If you do not give us enough information or proof there may be delays in processing your application. Also, giving us false or misleading information may result in your application being suspended or withdrawn.

We will assess your application and award points in line with your housing need. If there are any problems with your application we will contact you.

What if my circumstances change or I want to amend my application?

Your circumstances may change after you have filled in and returned your form, and this may affect the way we view your application. You must make sure that your application is up to date by contacting us as soon as your circumstances change. We will then advise you about what to do next. You can contact us by phone, letter or by going into your nearest housing association office or council local office.

What we can expect from you

- full, honest and up-to-date information on your application
- relevant proofs and any extra information we need
- your application to be up-to-date at all times

Application Assessment

How will my application be assessed?

All applications are considered in the same way. Your application is awarded points and a category in line with your housing need and based on the information in your application form. More information about the points system is given on page 7.

We have allocation policies that set out how properties are offered on the basis of the different circumstances of applicants to make sure all applicants are treated fairly. Although there is only one application form and one assessment, each landlord has their own allocation policy. Only Fife Council and Fife Housing Association share an allocation policy.

You can get more detailed information about allocation policies by contacting us directly.

How will I know that my application has been assessed?

When we receive your application you will be advised of your application number.

We aim to process all applications within 20 days. Once we have assessed your application we will send you a letter to confirm that you have been placed on the housing register and with information about your application.

If you don't give us all of the information we need, it will take us longer and your application may not be assessed properly.

If you think that your application has not been assessed properly, let us know as soon as possible and we will check this for you.

How long will I have to wait to get a property?

The length of time you wait for an offer of housing may depend on a number of things:

- The number of points you have.
- How your application is categorised.
- Which areas and type of home you ask for.
- How many homes become available.
- The availability of the size and type of home you need.

We cannot give you a time you will wait for an offer. Your position on the list will change as people are housed and new people apply, so this makes it difficult to let you know when you will be housed.

The best advice is to keep your application up to date and respond to any letter that we send you.

How will I know when there is a property available?

When a property is available, we will contact you, usually by letter, giving you information about the property and where it is.

What you can expect from us

- that we will treat all applications fairly and equally
- to contact you if there is a problem with your application
- that we will process your application as quickly as possible
- that anything we send you will be clear and understandable

What we can expect from you

- that you give us all the information we need to give your application the right number of points
- that you reply to anything that we send you

Scheme of Application Assessment

All of the Fife Housing Register partners have agreed the 'Scheme of Application Assessment' as a way of assessing, organising and ordering applications. The Scheme brings together the best parts of policy and practice within each of the partner organisations to make it simpler for applicants to understand and staff to work with.

Through the Scheme, Fife Housing Register partners are committed to:

- Open and simpler access to housing for those who need to live in Fife
- The principles of equal opportunities
- Transparency and accountability in all aspects of the process
- The best use of housing to meet local needs and priorities
- Best value and making the best use of resources

The Scheme has been set out to make sure:

- Fife Housing Register partners keep within the law
- Fife Housing Register partners follow best practice
- Applicants can choose who they want to be housed by
- Applicants can have their housing needs considered thoroughly and preferences recorded
- The assessment process is comprehensive and fair
- The assessment of housing needs is linked to an assessment of other needs
- Partners can meet individual applicants' priorities

The Scheme considers applicants who are:

- homeless or at risk of becoming homeless
- living in unfit housing
- living in insecure housing
- living in overcrowded conditions
- victims of violence or harassment
- having difficulties with their present home due to illness or disability
- needing to move for social or employment reasons
- in homes that are too big for them
- needing to move from other parts of the country as part of the MoveUK system

Points are awarded in line with the assessed needs of the applicant.

Information about applicants is stored in a single database and organised into categories of:

- Urgent Housing Needs
- Poor Housing Circumstances
- Lack of Security
- Management Needs
- Social and Medical Needs

The Pointing Scheme

The Scheme is held on Fife Housing Register and points are given for assessed housing need.

Urgent Housing Needs Points

Statutory Homelessness	100
Severe Harassment	100
Closure Order/ Closure for re-development	100

Social and Medical Needs Points

Illness and Disability	20/40/60
Sheltered Housing	15/30/50
Special Needs Accommodation	20/60
Harassment	10/30
Independent Living	60
Social/Personal Needs	10/25/40
Care Arrangements:	
Respite Care	10
Access to Children	20
Foster Care	20
Childrens Educational Needs	5/20

Poor Housing Circumstances Points

Lacking Amenities Unsafe Water Supply/ Inadequate Drainage/ Rising & Penetrating Damp	12
Lacking Central Heating	5
Overcrowding (per room short)	25
Severe Overcrowding (2+ overcrowding factors)	10 extra
Under-occupation	5
Sharing Facilities	6
Childrens Social Needs	10/20

Lack of Security Points

Tenancy	
Time Limited Tenancy (no NTQ)	5
Notice to Quit:	
Tied Accommodation	75
Short Assured Accommodation	75
HM Forces Accommodation	75
Tenants without a Lease	25
Owner Occupation	
Process of Re-possession/ Advised to Sell	25
Non Householder (single people or families living care of)	
Not sharing a bedroom	25
Sharing a bedroom with a sibling	25
Sharing a bedroom with someone other than a sibling	25
No bedroom	25
No fixed abode	25
Families with children overcrowded	25 extra

Management Needs Points

Awarded by Housing Managers for best use of stock	120
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Profile of Housing Providers in Fife

Housing Associations

Housing Associations are independent, voluntary housing organisations who can access public and private funds to build and maintain affordable housing. Information about the partner organisations is covered on this page but the next page gives more information, including details of different types of housing.

Some housing associations offer Market Rented Properties. These are rented at higher levels than normal housing association properties and you would normally have to meet a minimum income level to qualify for this type of housing.

Fife Council and the Housing Associations

Although the Fife Housing Register (FHR) gives access to Council and Fife based housing associations homes, there are still a number of housing providers that are not partners in FHR. The Council has nomination arrangements with most of the housing associations. In time it is hoped that all Council and housing association homes should be available through Fife Housing Register.

Caledonia Housing Association

Caledonia Housing Association formed in 2011 following the merger of Servite Housing Association and Perthshire Housing Associations. We are a registered Scottish Charity, and our main aim is to provide high quality housing that is both affordable and sustainable, and a variety of specialist and person centered services. We operate throughout Dundee, Angus, Perthshire and Fife, and in the Highland Council area. With around 4,000 properties in our ownership and management, we provide homes for rent and also low cost home ownership opportunities.

We provide Sheltered Housing at 3 developments in Tayport, Newport and Ladybank. We also have housing in

Newburgh, Gauldry, Cellardyke and Leuchars with an Extra Care development at Leuchars providing care and support to older people.

Dunedin Canmore Housing

Dunedin Canmore Housing is a registered housing association with charitable status, and is a key provider of affordable housing and related services in Edinburgh, the Lothians and Fife. It has 140 homes in Dunfermline and Kelty, including a small number of shared ownership properties.

Fife Council

Fife Council manages about 30,000 properties with housing services delivered through Local Offices and Home4Good Centres. We make around 3,500 housing allocations a year and have the statutory responsibility for assessing homelessness. New tenants generally receive a Scottish Secure Tenancy and have the right to buy.

Fife Housing Group

Fife Housing Association is a registered association with charitable status and manages around 2,500 rented properties in Fife.

PACT Enterprises lets properties in the private rented sector and is a subsidiary of Fife Housing Association. Fife Housing Association and PACT Enterprises form part of the Fife Housing Group.

Our vision is to be: *“a provider of choice offering a wide range of housing and related services for the whole community with a focus on low cost housing solutions for people in the greatest need.”*

Glen Housing Association

Glen is a registered social landlord providing homes for rent in the North Glenrothes and Levenmouth areas. Formed due to the merger of Collydean Community HA and Glenfield HA in 1998, we manage about 415 properties including some with wheelchair access. As a charitable organisation, Glen does not offer the Right to Buy to tenants.

Hillcrest Housing Association

Hillcrest Housing Association is one of Scotland's largest housing associations, providing an extensive range of housing, support and social enterprise services across Fife, Tayside, Angus and Edinburgh. We have over 5500 properties in management and apart from our Mid Market Rent and Shared Ownership schemes, all are allocated on a needs basis. In Fife, most of our properties are located in Glenrothes and we also have properties in St Andrews, Newburgh, Lochgelly and Cupar.

Kingdom Housing Association

Kingdom have been developing and managing properties since 1986 and have rented accommodation in most parts of Fife. We currently manage approximately 2,700 rented properties in Fife. Our tenants are given a Scottish Secure Tenancy but, due to our charitable status, new tenants do not have the Right To Buy under current legislation.

Ore Valley Housing Association

Ore Valley is a registered housing association with charitable status. We aim to provide quality affordable housing and associated services. Based in Cardenden, we manage about 450 properties in the Cardenden and Bowhill area, mainly for general needs. We have a low turnover of stock with high demand for all types of housing.

Mutual Exchanges

You may be able to swap homes with another tenant. If you are interested you should ensure that you tick the box on the application form. All mutual exchanges need your landlord's permission.

Your Rights

If you are a tenant, and you move home, your tenancy rights may be affected. Changes in the law over the years mean that (depending on when you took up your tenancy) your rights may change. This will not affect the type of tenancy, but it may affect you in

other ways (for example the right to buy your home). The following provides some general guidance but if you need further information then please speak to an adviser.

You should be aware of:

- The type of tenancy you are being offered. This may be a Scottish Secure Tenancy, a Short Scottish Secure Tenancy or other form of occupancy agreement
- Rent levels
- Whether you have the Right to Buy. The general rule is that new tenants of charitable housing associations will not have the Right to Buy. Also, new council tenants in areas that have been declared 'Pressured Areas' will not have the Right to Buy

If you are being made an offer of housing by any of the FHR partners, you should be made aware of the conditions of your tenancy.

Private Renting in Fife

Most privately rented homes are furnished. Cheaper, unfurnished homes are sometimes available, but you would have to provide

Housing Stock in Fife at a glance

Housing Provider	A	B	C	D	E	F	Location of Houses
Ark HA				✓			Glenrothes, Dunfermline
Barony HA				✓			Glenrothes, Dunfermline
Bield HA	✓					✓	Glenrothes, Buckhaven, Leven, Kennoway, Crail, St Andrews, St Monans, Dunfermline, Ballingry
Cairn HA	✓			✓			Kirkcaldy, Glenrothes, Rosyth, Kelty, Burntisland
Caledonia HA	✓		✓	✓		✓	Leuchars, Ladybank, Newport-on-Tay, Tayport, Anstruther, Gauldry, Newburgh
Dunedin Canmore HA			✓	✓	✓	✓	Dunfermline, Kelty
Fife Council	✓	✓	✓	✓			Fife Wide
Fife HA		✓		✓		✓	Fife Wide
Glen HA			✓	✓			Glenrothes, Leven, Methil
Hanover (Scotland) HA	✓						Dunfermline, Inverkeithing, Kincardine, Crail
Hillcrest HA			✓	✓			Glenrothes, Lochgelly, Cupar
HOME in Scotland				✓			Rosyth
Horizon HA			✓	✓		✓	Dunfermline, Cowdenbeath, Kelty, Kincardine, Auchtermuchty
Isaac Mackie HA	✓						Elie
Kingdom HA		✓	✓	✓		✓	Fife Wide
Link HA				✓		✓	Dunfermline, Kirkcaldy, Glenrothes, Methil, Ballingry
Margaret Blackwood HA			✓			✓	Rosyth, Kirkcaldy, Glenrothes, Kingseat, Methil, Buckhaven
Ochil View HA			✓	✓		✓	Oakley, Blairhall, High Valleyfield, Newmills
Ore Valley HA			✓	✓			Cardenden, Ballingry, Lochgelly, Lumphinnans, Dunfermline, Newburgh
Trust HA	✓						Dunfermline, Burntisland, Kinghorn, Markinch, Dalgety Bay

Type of Housing

A = Sheltered/Very Sheltered
 B = Learning Difficulties
 C = Physically Disabled

D = General Needs
 E = Market Rent
 F = Low-cost Home Ownership/Shared Ownership

Other Housing Options

your own carpets, curtains and furniture. If you receive Income Support, the Benefits Agency may give you a loan for you to buy these items. You can get more information about loans and the help you could get by contacting your local Benefits Agency office.

Rent is usually due every month for the month ahead, and you normally need to pay a deposit (for example, one month's rent). You may be able to get help with a deposit by contacting Fife Key Fund. This organisation helps homeless people by providing a deposit or guarantee to landlords.

Housing Benefit

You may be able to get help with your rent.

You can check with Fife Council's Housing Benefit Section to see if you can get Housing Benefit. There is no automatic entitlement and restrictions apply, particularly for people under 25 years of age. As the level of award may not cover the rent in full, you should contact the Housing Benefit Section before you accept any private tenancy.

Application forms are available at Council offices and Housing Association offices. You can get more advice from Rothesay House, Glenrothes.

Tenancy Agreement

If you can rent privately, make sure you receive something in writing about the conditions of the tenancy (for example how long the tenancy will be for, how much the rent is and when it is due and any restrictions on occupation and on the use of the property).

You can get advice on leases from the Advice Agencies listed in this Guide, although for legal advice you should speak to a solicitor.

How to find Private Rentals

Remember that any reference you can give

to a landlord (for example a letter from your employer or a previous landlord stating that you were a good tenant) may help.

Newspapers: Landlords sometimes advertise through newspapers. This could be: The Fife Free Press, Glenrothes Gazette, Central Fife Times, Fife Leader, Fife Herald, St Andrews Citizen, East Fife Mail, Dunfermline Press, and Dundee Courier & Advertiser. You could also place your own advert under 'Accommodation Wanted'.

Local Advertising

Many shops, supermarkets and post offices have 'small ads' on display. It is often the case that rented property, such as farm cottages and holiday lets are not advertised, so you will have to ask around.

Accommodation Agencies/Estate Agents

It may be worth trying accommodation agencies and estate agents, who by law cannot charge you for putting your name on their lists. Student accommodation services may also be able to help.

Online

Information about landlords that are accredited by Fife Council is available on Fife Direct. This gives a list of chartered landlords and more information and advice about renting privately.

Open Market

The range of homes for sale on the open market varies between areas, and availability depends on where you are hoping to live and how much you can afford to pay. A good starting point is to contact local solicitors and estate agents.

You should ask a bank, building society or independent financial adviser about a loan

Fife Key Fund

East Fife	01334 413215
Central Fife	01592 201849
West Fife	01383 314391

Buying a House

(mortgage). Usually you have to pay part of the cost of the home and you also need to pay solicitors' and surveyors' fees, stamp duty and other charges. These hidden costs of buying a home will cost you several hundred pounds. Mortgage lenders usually have leaflets explaining the steps you need to take to buy a home.

Low Cost Home Ownership

The council is committed to increasing opportunities for people to buy homes at lower than normal market costs. They have a programme which makes low cost housing available for sale to tenants, those on the housing register and first time buyers. The properties are sold at fixed prices sometimes below the market value. This is possible because the Scottish Government can offer grants to developers to provide the properties. Applicants still have to get a mortgage. However, it is usually cheaper than buying a similar home on the open market. You can get further information by contacting the Scottish Government or the relevant housing associations.

Shared Ownership

Some Housing Associations now offer a shared ownership option for tenants. With shared ownership you buy a minimum 25% of the property and pay rent for the part you don't own. This generally works out more expensive than renting, but cheaper than buying.

Your share can be increased in 25% 'tranches' (shares) at any time until you own the property, although you don't have to do this. Even though you may only own 25% of the property you are fully responsible for maintaining and repairing it. You can get more details from Communities Scotland or the relevant Housing Associations.

Self Build

You can find suitable sites on which to build your own home by contacting solicitors, estate agents and by checking local advertising. Before you buy a site, check whether it has, at the very least, outline

planning permission and is connected to services. Contact the Planning Service for advice on the planning system and the building process.

Get good legal advice from a qualified solicitor at an early stage and, where appropriate, involve an experienced architect and recommended building contractor.

Rural Home Ownership Grants (RHOG's)

If you live in a rural area, these grants are available to people on low incomes who otherwise may not be able to buy on the open market. The grant you can get is based on your income. You can use it to either buy a site to build your own home or to buy and improve a home.

Shared Equity

Shared equity is a new scheme aimed at helping people on low incomes who want to own their own homes but who cannot afford to pay the full price. It is run by Communities Scotland, and offers people a majority share in a property that they will own. Typically, this share will be between 60 and 80 per cent at the start with the remainder held by a local housing association. Most Shared Equity owners will have the option later to increase their stake and own their home outright.

Staying Where You Are

Care and Repair

Kingdom Housing Association manages the Care and Repair Project on behalf of Fife Council and Communities Scotland. It provides help to elderly or disabled homeowners and tenants of private landlords to enable them to continue living in their own home. You can get more information by contacting the Care and Repair office on 01592 631661 or email careandrepair@kingdomhousing.org.uk

Equipment and Adaptations

Fife Council will assess the housing needs of people with disabilities to see if they can provide help to meet their assessed needs. For more information, contact your nearest Social Work office.

Castlehill, Cupar 01334 412121
New City House, Dunfermline 01383 31210

Useful Contacts

Fife Council Local Offices - Listed below are the details of the main council Local Offices. There may also be smaller and part time offices in your area. Please contact your nearest centre for information or phone 08451 550033.

Area	Address
Abbeyview,	Abbey View, Dunfermline
Anstruther,	1-2 Ladywalk, Anstruther
Benarty,	6 Benarty Square, Ballingry
Burntisland,	106 High Street, Burntisland
Cardenden, Cardenden	112-116 Station Road,
Cowdenbeath,	Town House, 123 High Street, Cowdenbeath
Cupar,	County Buildings, St Catherine Street, Cupar
Dunfermline,	Walmer Drive, Dunfermline
Glenrothes,	Fife House, North Street, Glenrothes
Inverkeithing,	Civic Centre, 10 Queen Street, Inverkeithing
Kelty,	51-53 Main Street, Kelty
Kirkcaldy	Kirkcaldy North, Beauly Place Kirkcaldy East, Park Road Kirkcaldy Central, Forth House, Abbotshall Road
Leven,	Leven Library, 16 Durie Street, Leven
Lochgelly,	Lochgelly Centre, Bank Street, Lochgelly
Methil,	Methil Library, Wellesley Road, Methil
Oakley,	Oakley Centre, Station Road, Oakley
St Andrews,	St Marys Place, St Andrews

Housing Association Offices

Contact details for Housing Associations that operate in Fife. Those in bold have offices in Fife and are part of the FHR.

Ark Housing Association Ltd

The Priory, Canaan Lane
Edinburgh
EH10 4SG 0131 447 9027

Barony Housing Association Ltd

8 Balcarres Street
Edinburgh
EH10 5JB 0131 447 3587

Bield Housing Association Ltd

79 Hopetoun Street
Edinburgh
EH7 4QF 0131 273 4000

Cairn Housing Association Ltd

22 York Place
Edinburgh
EH1 3EP 0131 556 4415

Caledonia Housing Association

118 Strathearn Road
Dundee
DD5 1JW 01382 480915

Dunedin Canmore Housing Association Ltd

8 New Mart Road
Edinburgh
EH14 1RL 0131 478 8888

Fife Housing Association Ltd

7 Pitreavie Court
Dunfermline
KY11 8UU 01383 606162

Glen Housing Association Ltd

28 Heimdal Gardens
Glenrothes
KY7 6TZ 01592 621188

Hanover (Scotland) Housing Association Ltd

95 McDonald Road
Edinburgh
EH7 4NS 0131 557 0598

Hillcrest Housing Association Ltd

4 South Ward Road
Dundee
DD1 1PN 01382 224083

HOME in Scotland Ltd

Unit 3 Q Court
Quality St, Davidson Mains
Edinburgh
EH4 5BP 0131 336 5876

Horizon Housing Association

Fairbairn Place
Kirkton North
Livingston
EH54 6TN 01506 424140

Isaac Mackie Housing Association

c/o Viewpoint
4 South Oswald Road
Edinburgh
EH9 2HG 0131 668 4247

Kingdom Housing Association Ltd

Saltire Centre
Pentland Court
Glenrothes
KY6 2DA 01592 630922

Link Housing Association Ltd

45 Albany Street
Edinburgh
EH1 3QY 0131 557 0350

Margaret Blackwood Housing Association Ltd

Craigievar House
77 Craigmount Brae
Edinburgh
EH12 8YL 0131 317 7227

Ochil View Housing Association Ltd

Ochil House
Marshall
Alloa
FK10 0BW 01259 722899

Ore Valley Housing Association Ltd

114-116 Station Road
Cardenden
KY5 0BW 01592 721917

Trust Housing Association Ltd

3 Forres Street
Edinburgh
EH3 6BJ 0131 225 7246

Viewpoint Housing Association

4 South Oswald Road
Edinburgh
EH9 2HG 0131 668 4247

Other Sources of Housing Advice

Fife Council Housing & Neighbourhood Service - Home4Good Centres

Cupar	01334 659390
Leven	01334 659391
Kirkcaldy	01592 583394
Dunfermline	01383 602388
Emergency Homeless (Out of Hours)	0800 028 6231

Social Work Enquiries	01383 441177
Emergency Social Work Services (Out of Hours)	08451 550099

Shelter 24 Hour Helpline Freephone	0808 800 4444
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Fife Women's Aid	0808 802 5555
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CARF (Citizens Advice and Rights Fife) General Advice	0845 1400 095
Money Advice	0845 1400 094

FRAE Fife (For members of Black & Minority Ethnic Communities)	01592 204005
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For independent advice:

National Domestic Abuse Helpline	0800 027 1234
James Bank Centre	01383 741220
Frontline Fife	01592 800430

Rough Sleepers Outreach Workers	01592 414249 07939 169583
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Complaints Procedure

Applications

Any enquiries about your application should be addressed to your local point of contact. Where possible we will try to respond to questions informally. However if you want to raise a complaint this should be addressed to the FHR Management Group.

Offers of Housing

Offers of housing are made by the participating organisations and not by Fife Housing Register. If you have any questions about an offer of housing, you should speak to the office that has contacted you. The contact telephone number and address will be on the letter that has been sent to you.

General Complaints

If you are unhappy about how you have been treated by any of the FHR Partner Organisations, all of the Fife Housing Register partners have a Complaints Procedure and will be able to give you more information if you need it.

Local Office's in Fife

Abbeyview, Abbey View,
Dunfermline

Anstruther, 1-2 Ladywalk,
Anstruther

Benarty, 6 Benarty Square,
Ballingry

Burntisland, 106 High Street,
Burntisland

Cardenden, 112-116 Station
Road, Cardenden

Cowdenbeath, Town House, 123
High Street, Cowdenbeath

Cupar, County Buildings, St
Catherine Street, Cupar

Dunfermline, Walmer Drive,
Dunfermline

Glenrothes, Fife House, North
Street, Glenrothes

Inverkeithing, Civic Centre, 10
Queen Street, Inverkeithing

Kelty, 51-53 Main Street, Kelty

Kirkcaldy
Kirkcaldy North, Beaully Place
Kirkcaldy East, Park Road
Kirkcaldy Central, Forth House,
Abbotshall Road

Leven, Leven Library, 16 Durie
Street, Leven

Lochgelly, Lochgelly Centre, Bank
Street, Lochgelly

Methil, Methil Library, Wellesley
Road, Methil

Oakley, Oakley Centre, Station
Road, Oakley

St Andrews, St Marys Place, St
Andrews

The information included in this publication can be made available in any language, large print, Braille, audio CD/tape and British Sign Language interpretation on request by calling 08451 55 55 00.

Calls cost 3p to 7p per minute from a UK landline. Mobile rates may vary.

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Arabic

ফাইফ কাউন্সিল হাউজিং সার্ভিসের ব্যাপারে এসব তথ্য এ তথ্যের অনুবাদ চাইলে দয়া করে 08451 55 55 99 এ নাম্বারে টেলিফোন করুন। কলের জন্য প্রতিমিনিটে ৩ থেকে ৭পি চার্জ করা হবে, মোবাইলের রেট ভিন্ন হতে পারে।

Bengali

這些訊息說明快富市議會的房屋服務。如欲索取中文翻譯，請致電 08451 55 55 88 提出要求。以英國固定座機打這個號碼的收費為每分鐘3至7便士，以手機打則收費不等。

Chinese

Są to informacje na temat działu usług mieszkaniowych przy władzach lokalnych Fife. Aby zamówić tłumaczenie tych informacji, prosimy zadzwonić pod numer 08451 55 55 44. Koszt połączenia wynosi 3-7p za minutę z brytyjskich telefonów stacjonarnych, koszty połączeń z telefonów komórkowych mogą być różne.

Polish

یہ تحریر فائف کونسل ہاؤسنگ سروس کے متعلق ہے۔ اس تحریر کے ترجمے کی درخواست کرنے کے لیے براہ کرم 08451 55 55 66 پر فون کریں۔ برطانوی لینڈ لائن سے کال کے نرخ 3 تا 7 پیس ہیں، موبائل کے نرخ مختلف ہو سکتے ہیں۔

Urdu