Housing Options Guide for Disabled People in Scotland
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Background

Capability Scotland and the Glasgow Centre for Inclusive Living (GCIL) are the Scottish Government’s key strategic partners in relation to housing and disability.

Capability Scotland campaigns with, and provides education, employment and care services to disabled people across Scotland. GCIL is a user-controlled organisation committed to promoting inclusive living by assisting disabled people to challenge barriers and make informed choices.

This guide has been produced with Scottish Government funding and is designed to update ‘HomePointer 5: Access to Housing in Scotland: Rights for Disabled People’ produced by Communities Scotland in 1995.

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Introduction

There is clear evidence of the mismatch between the demand and supply for housing suitable for disabled people. The Scottish Government’s own analysis of the 2004 Scottish House Condition Survey (SHCS)\(^2\) clearly illustrates a significant shortfall in the supply of accessible housing for disabled people. It found that the following accessible housing had been built in Scotland:

- 26,000 ambulant disabled properties compared to 199,402 households using a stick or walking framework, which equals 13% of need met and an additional 173,400 properties needed.
- 7,000 full wheelchair properties compared to 36,221 wheelchair users, which equals 19% of need met and an additional 29,221 properties needed.

This situation has not changed significantly in the last eight years. In Glasgow new build projects have only been averaging 30 new wheelchair accessible and barrier free properties a year. If new builds were to continue to increase at the current rate it will take approximately 133 years to make up the current estimated shortfall.

The Mind the Step report\(^3\) used the Scottish House Condition Survey (2009/10) and identified 119,800 households with a wheelchair user and found that 14.2% (17,042) wheelchair user households had unmet housing needs.

Housing is the cornerstone of independent living for every one of us. Without user-friendly, appropriate housing it is impossible to access employment, education, or leisure and recreational opportunities. Government policy clearly indicates the importance of building a more inclusive society and the central role that housing has to play in this process.

Increasing the stock of accessible housing is a fundamental part of promoting independence, flexibility and social inclusion. This can only be achieved by building accessible dwellings or by adapting the existing housing stock to meet peoples’ needs. Adaptations, which can range from bath aids to ramps, lifts or ground floor extensions, are therefore crucial to meeting the housing needs of disabled people.

It is also essential that adapted and accessible housing is managed as efficiently as possible so that when accessible homes become available they are allocated to disabled people who really need them.

This guide has been compiled to provide housing information and advice for disabled people in housing need. The aim is to set out clearly the housing options and strategies that disabled people can use to obtain a house that meets their needs.

Whilst the information in this guide applies to all disabled people, its main focus is on assisting people with mobility impairments, because of the particular access issues they face in finding a suitable house.
PART 1

Housing Options – Finding a Suitable Home

If you are a disabled person in housing need there are a number of potential sources of accommodation for you to consider. In most areas there will be a variety of sources of rented accommodation, shared ownership and full ownership options. Careful consideration of these different housing options will help you greatly increase your chances of finding a house to meet your needs.

You should consider contacting your local Disabled Person’s Housing Service (see useful contacts section). DPHS’s provide a ‘matching’ service between disabled people and suitable vacant housing across many types of tenure (councils, housing associations and co-operatives, and private landlords).

Option 1: Local Authorities

In many areas of Scotland local authorities are still the largest source of rented housing. In some areas you will apply directly to the local authority to be considered for one of their houses. You may also be able to apply for a house under a local authority’s Common Housing Register (CHR). A CHR is where a group of landlords devise a single application form by which anyone seeking housing in their area can register their need and specify their housing preferences. Participating landlords then prioritise and select applicants from the single pool of applicants according to their own allocations policy. It is a tool which aims to make accessing housing simpler and fairer for you.

Different local authorities and housing providers will choose tenants in different ways. Individual authorities will prioritise applications based on criteria which address local housing market conditions. Disabled people whose current accommodation is unsuitable for their needs will usually be given a degree of priority.

Local authorities have a duty under the Social Work (Scotland) Act 1968 to assess a person’s community care needs and decide in light of that assessment whether to arrange any services and if so which services. Any provision of assistance should be based on a detailed assessment of the individual’s care needs and should take account of their preferences. This includes an assessment of your housing needs. You may need to move to a new home because your present one cannot be adapted to meet your needs. If you have a housing need, social work services should work with the local authority housing department or Registered Social Landlords in your area to try to arrange to meet your housing needs.
If you are in hospital then your health board and social work services should work together to help ensure that you are not discharged from a hospital into unsuitable accommodation. A community care assessment must be carried out and if that assessment states that appropriate accommodation is required, it should be arranged before discharge. Your health board may have a delayed discharge programme to help patients whose current accommodation is unsuitable find housing which meets their needs. In certain circumstances your assessment may indicate that your accommodation and care needs require a nursing home or care home placement. In this situation you should be fully involved in deciding if this is appropriate and which home you wish to go to. Remember, if you decide you do not want to go to a nursing or care home you should seek independent advice from a law centre or citizens advice bureau as quickly as possible (please see the useful contacts section for more information).

**Option 2: Housing Associations**

To find out about the availability of suitable housing association properties in your area you can contact your local housing department, contact the housing association directly or join your area’s Common Housing Register (see Option 1 above).

There are around 200 housing associations in Scotland, which are also often referred to as ‘Registered Social Landlords’. Contact details of all of the housing associations in your area can be found on the Scottish Housing Regulator website, or by searching for housing associations on the internet or in a local directory. Your local authority will usually have details of housing associations on their website (please see the useful contacts section).

As ‘Registered Social Landlords’, housing associations receive funding to enable them to provide affordable rented housing which is usually, but not always, unfurnished. Housing associations vary in size from comparatively small local associations, with a small number of properties, to large associations with a substantial number of properties throughout Scotland. Some associations offer accommodation to meet specific needs, for example housing for disabled people, older people, or young homeless people.

Nearly all new housing association homes are being built to ‘Barrier Free Standards’. This means that they are “visitible” or even useable by someone who uses a wheelchair. It is well worth enquiring with local housing associations about the availability of adapted and accessible housing stock in your area.
Option 3: Owner Occupation

Owner occupation is another potential route to finding a suitable house. Normally this will involve obtaining a mortgage to pay for the house. Disabled people can experience barriers to entering into owner occupation, for example there are a variety of reasons why it can be more difficult to get life insurance or a mortgage. Disabled people still encounter barriers to accessing employment and therefore many disabled people rely on income from benefits. Added to this, the economic downturn has meant that it is more difficult to obtain a mortgage unless you are able to provide a large deposit.

However you can explore home-ownership even if most or all of your income is from welfare benefits by considering LIFT® (formerly Homestake). LIFT is a shared equity scheme introduced in Scotland in September 2005 aimed at helping people on low incomes who wish to become homeowners but cannot afford to pay the full price for a house. The scheme is run by the Scottish Government housing and investment division except in Edinburgh and Glasgow where the scheme is run by the local authority housing section.

Individuals purchasing a property from an RSL will generally be required to take an equity stake of between 60% and 80% of the market value of the property as set by the district valuer. With the agreement of the grant provider, however, the maximum equity stake can be reduced to as low as 51%. This is likely to apply where a housing market is particularly pressurised, or where people with particular housing needs have identified additional housing costs.

LIFT aims to assist first-time buyers into home ownership, but it can also be used by other people, such as disabled people who own a house which is not suitable for their needs and need help to a more suitable house.

You may also be able to use the benefits system to pay for a mortgage. If you need to buy a house that is more suitable to your needs, and you depend on state benefits as your main source of income, you may well qualify for help with the costs of buying a house. Housing Options Scotland have produced a useful publication for disabled people interesting in buying a house called “Benefits Based Borrowing, a Guide for disabled people to buying property more suited to their needs using their benefits.”
Option 4: Private Landlords

Information regarding private rented accommodation is usually found through specific websites, as well as regional or local newspapers. Many websites allow you to register your details and will send you alerts when property that matches your criteria is available. Contacting local letting agents will also widen your search.

Both furnished and unfurnished houses can be found through the private sector. Usually deposits and/or advance rental payments will be required. The amount of rent you need to pay in a private let may be higher than the amount of housing benefit available to you. You may therefore have to meet any shortfall from other sources of income. Private landlords can sometimes be unwilling to accept tenants whose main or only source of income is through the benefits system.

In addition, depending on the length of lease or rental agreement, it may well prove difficult to obtain permission from the landlord, or funding from the local authority, to carry out adaptations to the property. Under the Equality Act 2010 your landlord should not unreasonably refuse to allow you to adapt a private rented property, if this happens you should seek independent advice.
There is grant funding available from local authorities in Scotland towards adapting privately let property to meet your needs as a disabled tenant. This funding is available from every local authority under their Scheme of Assistance, when needs have been assessed by an Occupational Therapist. There is also grant funding available to landlords who wish to re-instate a property by removing adaptations once a disabled tenant has left.

All of these issues should be clarified before signing any agreement or making any payment. If in doubt, seek independent advice from a solicitor or advice agency. You might also like to look into the National Approved Letting Scheme, which is an accreditation scheme for lettings and management agents offering peace of mind to landlords and tenants in knowing that they are dealing with a firm which agrees to meet defined standards of customer service, together with having in place the necessary insurances to protect clients’ money plus a customer complaints procedure offering independent redress.

**Option 5: Care Home Accommodation**

If is not possible for you to receive the care you need in your own home then some type of registered accommodation may be an option to consider. Some care homes just provide personal care such as help with washing, bathing and showering, while others provide nursing care if you have a medical condition that requires frequent medical attention from a doctor or a nurse.

Care homes may be owned and operated by private individuals, companies owning groups of homes, not for profit organisations and local authority social services departments. All care homes in Scotland are registered and inspected by the Care Inspectorate.

Scottish Care represents the largest group of Health and Social Care sector independent providers across Scotland delivering residential care, day care, care at home and housing support.

Care Information Scotland is a telephone and website service providing information about care services for older people living in Scotland. Although they offer advice to older people they are able to offer advice which is relevant to all age groups.

The way registered accommodation is set up, designed and funded can limit life options and opportunities for many disabled people. If your income is derived from state benefits, your disposable income will usually dramatically decrease when entering registered accommodation. The fees for living in this type of accommodation are significant, and this can mean that gaining employment becomes impractical. Social and recreational opportunities can also be more limited and accommodation usually is often of small single rooms which are not big enough for a couple if a disabled person forms a relationship or wishes to get married.
**Option 6: Homelessness**

Local authorities must have strategies and systems to meet the needs of homeless people in their area and therefore using homelessness legislation can be one way of obtaining suitable housing to meet your needs. There are a number of circumstances in which disabled people can be considered as ‘homeless’. This is not restricted to the traditional understanding of homelessness as ‘rooflessness’.

There are many situations that can lead to you being considered homeless, including:

- If your house is not big enough for both you and your personal assistant/carer, or
- If you cannot take a bath or shower, or
- If you could not escape in the event of fire (for instance, if you use a wheelchair and the house is accessed by steps which cannot be ramped).

These are only a few examples. There could be many other reasons why your current accommodation is unsuitable or dangerous for you to live in. If it is not reasonable to expect you to stay in your current accommodation, then you may be considered ‘homeless’.

The local authority must provide advice and assistance to anyone who is homeless or threatened with homelessness. It has a statutory duty to provide you with interim accommodation while your circumstances are being investigated. If the local authority decides to accept your application it then has a duty to offer you reasonable permanent accommodation as quickly as possible. If they refuse to offer you accommodation you should get legal advice immediately.

If you are considering leaving your house, get advice first - you will need a good legal reason to leave if you are to avoid being deemed to be intentionally homeless. You will be considered intentionally homeless if:

- You deliberately did or failed to do something which directly led to you becoming homeless and you were aware of all the facts and consequences of your actions in connection with this
- Your last accommodation was reasonable for you to continue to occupy.

It is important to stress that this area of the law is complicated and advice should be sought at all stages. It is also suggested that any house offered should be inspected not only by you but also by an Occupational Therapist who should prepare a report about its suitability to your needs. If the house is not suitable then the Occupational Therapist’s report should be presented to the housing authority with a request that they consider the report prior to finalising the offer.

If you are homeless or threatened with homelessness you should go to the housing department of your local authority and apply for housing. Make sure they know that you are applying as a homeless person, and not just asking to be put onto the normal waiting list.
Homelessness legislation can also help owner-occupiers. If you are likely to become homeless because of mortgage repossession you may be eligible for help from the Scottish Government’s Home Owner’s Support Fund. This consists of two schemes – the Mortgage to Rent and Mortgage to Shared Equity schemes. Under the Mortgage to Rent scheme the Government can arrange for a social landlord to buy your home and for you to continue to live there as a tenant. The Mortgage to Shared Equity scheme involves the Scottish Government taking a financial stake in your home so that you do not have to pay so much every month towards your mortgage.

Some councils, housing associations and lenders offer mortgage rescue schemes, which allow you to continue living in your home, as a tenant or part-tenant/part-owner, if you are unable to meet the full payments for your mortgage. However, mortgage rescue schemes operated by private companies may not be as affordable or have the same safeguards as schemes run by a registered social landlord or local authority.

Homelessness legislation is very complex so if you are in doubt about your rights, get advice. Advice is available from solicitors specialising in housing law, your local Citizens Advice Bureau, a Law Centre, Shelter, or the local social work department.
Overview of Rights

Social Rented Housing

Rights:
- Most tenancies have no end date.
- Many social rented tenants have strong rights as Scottish secure tenants.

Availability:
- Few houses available.
- Usually have waiting lists.
- Apply directly to the landlord or via the local authority Common Housing Register.

Cost:
- Usually the cheapest way to rent.
- Rent can be covered with Housing Benefit.
- Bills and council tax paid separately.
- No deposit needed.
- Adaptations are usually arranged and funded by the landlord.

Private Rented Housing

Rights:
- Most tenancies last for six or twelve months.
- Landlord may need a reason to evict, and must follow correct procedures.
- If you are sharing with your landlord you may have fewer rights.

Availability:
- Good – there are lots of homes to choose from in most areas.
- Available through letting agencies, websites, local papers and adverts in shop windows.

Cost:
- Generally more expensive than social rented housing.
- Bills and council tax are usually paid separately.
- Deposit and rent are generally needed in advance.
- Some landlords may not accept Housing Benefit.
- Many landlords will allow adaptations to be carried out and they cannot unreasonably refuse to allow adaptations and some grant funding may be available.

Owner Occupation

Rights:
- Eviction is less likely but is still possible if you do not keep up your mortgage repayments.

Availability:
- Good – there are lots of homes to choose from in most areas.
- Check your nearest Solicitors’ Property Centre, property websites and local and national papers.

Cost:
- The most expensive option, but prices vary in areas.
- Regular income required to get a mortgage.
- There are lots of extra costs involved.
- Owners have to pay for all repairs.
- Some grant assistance may be available to help with the costs of adapting your house.
Help with Housing Costs

There are a variety of welfare benefits to help people on low incomes meet their housing costs. The type and amount of help will depend on your individual circumstances and whether you decide to rent or buy.

Welfare Reform

As a result of the Welfare Reform Act 2012, a new benefit called ‘Universal Credit’ will bring together several different benefits and combine them into one monthly payment which will go straight into your bank account.

Universal Credit is split into five elements:
- Child element and disabled child additions
- Childcare element
- Carer element
- Limited capability for work element
- Housing element.

Universal Credit will replace:
- Housing Benefit
- Income-Based Jobseeker’s Allowance
- Income-Related Employment and Support Allowance
- Income Support
- Child Tax Credits
- Working Tax Credits.

If you receive one of these benefits you will be moved onto Universal Credit sometime between 2014 and 2017. People who make a new benefit claim after October 2013 will receive Universal Credit.

The information in this section relates to the existing benefits system.
Housing Benefit

Housing Benefit is a weekly benefit that is meant to help you to pay for rent (and/or certain other charges) if you are on a low income.

You can qualify for housing benefit if:

- You are liable to make payments in respect of a place that you normally occupy as your home and
- The payments you have to make are among the types of payment that are eligible for Housing Benefit, which include:
  - rent payable under a tenancy agreement
  - the rent part of a shared ownership arrangement
  - service charges as long as they are not specified in the law as excluded form housing benefit, and
- You have less than £16,000 in capital (unless you are getting guarantee credit), which means the total value of any savings, investments or property that you own, and it includes:
  - money saved up or put aside in bank accounts or in cash
  - investments, such as shares, stocks or bonds
  - property of value that is not your main place of residence and
- You are not in full-time education (but if you are a disabled student or a lone parent this rule does not apply, in other words you can get housing benefit despite being a student) and
- Your income is low enough.

Your local authority is responsible for administering housing benefit. It will usually have a section, or department, that deals with housing benefit and council tax benefit claims, decisions and payment.

For any charge to be eligible for housing benefit, it has to be a condition of your occupation of the dwelling: in other words, it has to be a charge that you must pay in order to have permission to stay in your home.

Usually, if a payment you make for the place you live is called ‘rent’, then it is eligible for Housing Benefit. The amount that can be covered by Housing Benefit is called the ‘eligible rent’. Not necessarily all of the rent is eligible, depending on the type of tenancy. For example, if you are a private tenant, then the amount of eligible rent will most likely be restricted to a maximum amount under the Local Housing Allowance rules, which is based on the number of bedrooms you have and the number of people living in your house.

If you are a housing association tenant, then your full rent will usually be eligible for Housing Benefit. However, from April 2013 there is expected to be a reduction in eligible rent for households who have more bedrooms than they need. This is referred to as the ‘Bedroom Tax’. The reduction will not apply where the person claiming Housing Benefit has reached the qualifying age for Pension Credit and there are likely to be other exemptions for some other people, for example disabled people who need an extra room for a carer to stay over.
If for any reason your Housing Benefit does not meet the amount of rent you have to pay you can seek independent advice from a benefits adviser or citizens advice bureau to ensure you are receiving the correct amount of benefit.

If your rent includes charges for specific items, then they may be eligible for Housing Benefit, but in some cases these may not be eligible. For a charge to be eligible, the first condition, in every case, is that the charge has to be a condition of you occupying your home. Then there are specific types of charges that are eligible for Housing Benefit, and there are specific charges that are usually not eligible such as fuel charges.

If you want to apply for Housing Benefit you should contact your local authority’s Housing Benefit office and ask for a claim form. You may also be able to claim by telephone or online. Ask at the local authority’s Housing Benefit office or check the authority’s website if you want to find out about different ways of claiming.

Certain benefits such as Income Support are called “passport benefits”. If you are entitled to a passported benefit then you will also receive full Housing Benefit.

**Discretionary Housing Payments**

If you are getting Housing Benefit or Council Tax Benefit you may also be eligible for a Discretionary Housing Payment from your local authority.

A local authority may pay you a Discretionary Housing Payment if:

- You are entitled to some Housing Benefit or Council Tax Benefit but it is less than the full amount of your rent or council tax, and
- The authority is satisfied that you need some financial assistance in addition to your Housing Benefit or Council Tax Benefit to meet your housing costs (including rent, council tax, rent in advance, deposits and removal expenses).

If you would like to apply for a Discretionary Housing Payment you should ask your local authority how to make a claim as each local authority can decide how it wants Discretionary Housing Payment claims to be made. When applying for a Discretionary Housing Payment, you must provide the reasons for your claim, and provide any other information that the authority requests. Tell the authority if you want your claim backdated.

If you are unhappy with the outcome of your application, you can ask the local authority to review its decision. You have to write to the local authority within one month of the decision being issued, stating your reasons for disagreeing with the decision.
**Support for Mortgage Interest (SMI)**

If you are a homeowner and get certain income-related benefits, you may qualify for help towards your mortgage interest payments. This is called Support for Mortgage Interest (SMI) and is usually paid direct to the lender.

To qualify for SMI you must get one of the following benefits:

- Income Support
- Income-based Jobseeker’s Allowance (JSA)
- Employment and Support Allowance (ESA)
- Pension Credit.

SMI can help you pay all or part of the interest on your mortgage payments but it will not help you pay off the capital of your mortgage. You may also be able to get SMI to help pay the interest on loans you took out for essential repairs or improvements to your home including adaptations.

But SMI cannot be used to pay off the capital amount you borrowed, anything towards insurance policies you have or mortgage arrears.

When you apply for one of the benefits in the list above you will need to include information about your mortgage and housing costs in order to get the extra payments. You will have to provide proof of your income, details of your financial situation and any related paperwork. Your lender will have to complete some of the forms confirming the details of your loan. If you are already receiving these benefits but are not getting any extra payments towards your housing costs, contact your local Jobcentre Plus office and ask them to send you a form.
Adapting your Home

Your home may not meet your needs if you find it difficult to move around the property or use all the facilities. Disabled people often prefer to remain in their present home rather than to move house and this can often be possible by adapting the house to be more accessible.

The purpose of any adaptation is to restore independence, confidence and dignity to individuals and therefore individual solutions are required to meet the unique needs of a person or a family. You may be able to get adaptations carried out to solve this problem and grant funding may be available to pay for these adaptations, depending on your circumstances.

Social Work Assessment

If your home does not meet your needs you should ask your local authority for an assessment of your needs. This will be carried out by the social work department, most often by an Occupational Therapist. The assessment should include a full investigation into your needs and the needs of other people in your household, the supply or loan of useful equipment to help with daily living, such as ramps or a bath hoist, and recommendation of any house adaptations necessary to improve your independence. After careful consideration it may turn out that you do not need to get any structural changes to the house after all.

As well as making recommendations on what is needed, the assessment will also indicate whether your needs are a priority, that is, how urgently you need the adaptations, and whether they are essential at this stage. The council will use this to determine how long you might have to wait for assistance.

You may be offered equipment instead of a structural alteration. Make sure that you discuss your requirements fully with the Occupational Therapist and ask your own doctor’s advice or speak to someone else whose judgement you value. If you are not happy with the assessment you should consider making a formal complaint (see the section on page 28 on Challenging Decisions). You may have to consider moving house. This will not be an easy or quick option but it may be necessary if, for example, your present house cannot be adapted at reasonable cost.
Information about Equipment and Adaptations

If there is a Disability Resource Centre or a Disabled Living Centre in your district, a visit would be well worth while. In some centres there are displays of equipment while in others there is information and catalogues that could be useful to you as you think out what you need to have done to your home.

Alternatively information can be sourced from the internet or by contacting your social work department for any written information they have on adaptations for disabled people.

Adaptations in the Private Sector

If you need adaptations to your own home or to a house you rent from a private landlord, you may be able to get help from your local authority. The Housing (Scotland) Act 2006 introduced a ‘Scheme of Assistance’ in each council area, which replaced the old system of home improvement grants. Each local authority has a ‘Statement of Assistance’ which explains how the scheme works in their area. The statement should set out:

- What kind of information and advice is available, and where you can access it
- Situations in which practical help is available, for example, through care and repair services
- Situations in which loans and grants may be awarded.
This statement must be made publicly available, for example, at the council’s offices, in local libraries and on its website. It should be available in other languages and formats, such as Braille or audio.

Councils are also being encouraged to set up a ‘one stop shop’, where you can get advice and help about repairs, improvements and adaptations and enquire about financial help. The Housing Scotland Act (2006) gives every private sector tenant the right to adapt their house to suit the needs of a disabled person if the house is or is going to be the disabled person’s sole or main house. The exercise of this right requires the consent of the landlord, which must not be withheld except on reasonable grounds. The tenant must write to the landlord asking permission to carry out the work. On receiving an application to carry out such work, the landlord may consent, consent subject to reasonable conditions, or refuse consent, so long as refusal is not unreasonable. The landlord must give the tenant notice of their decision within one month of the application, including reasons for any refusal or conditions attached. Failure to do so will be regarded as refusal.

Reasonable conditions that the landlord may attach to consent include specifying the standard of the work and requiring the tenant to reinstate the house to its previous condition at the end of the tenancy. If a condition specifies the standard of the work, the landlord must take into account the age and condition of the house and the cost of complying with the condition.

**Alteration of Shared Areas**

If you wish to alter areas which are used by your neighbours, such as widening a common staircase, you will need to obtain permission from the owners of all properties that have the right to use the area which you wish to alter. If in doubt, seek legal advice before altering or adapting areas which other people use.

**Applying for a Grant**

You should be able to pick up an application form from your local housing office or download one from your council’s website. Before you fill in the form, you will need to have a clear idea of what works are necessary, as you will need to include plans and estimated costs and a copy of any housing needs assessment from the Occupational Therapist. Your Occupational Therapist should be able to guide you through the grants applications process in terms of the evidence you need to provide.

You may also need to provide information about your financial circumstances (for example, your income and any savings you have), and the financial circumstances of your husband, wife or civil partner and anyone else who lives with you, or will be living with you when the work is done.

The council may ask you to provide further information, to back up the information on the form. It is important that you supply this within the time specified because otherwise the council will not consider your application for funding. You can get help completing the form from the council or from advice centres.
Most structural adaptations to meet the needs of a disabled person attract ‘mandatory grant’ – this means that the council must give a grant as long as you have been assessed as having a priority need for this type of work. Where the council is awarding a mandatory grant, this must cover 80% of the actual cost of the work you have been assessed as needing.

You will get 100% of the approved expense if you or anyone else in your household receives any of the following benefits:

- Income Support
- Income-based Jobseeker’s Allowance
- The guarantee element of Pension Credit, or
- Income-related Employment and Support Allowance.

**Extending Your Home**

Local Authorities do not have to give grants to extend a house unless it is to provide bathroom or toilet facilities. If an extension to your home does not attract mandatory grant – for example where this is for a ground-floor bedroom – councils can decide to give a ‘discretionary grant’. Your council can choose how it calculates any discretionary grant it offers so it may very well only cover a small percentage of the total cost of the works.

**Getting the Work Done**

Your local authority will usually expect you to appoint a professional agent to carry through the adaptation work on your behalf. Your agent can either be an architect or other technical person who will apply for building warrant, obtain building estimates and oversee the building work.

If you already know someone who will do this work for you, invite them to look at the house, discuss your requirements with them and ask for an estimate of the fee charges for the work. If there is a Disabled Persons Housing Service (DPHS) in your area they may also be able to provide this information. A DPHS is a one-stop shop providing a range of people-centred services in housing advice, information and support. Care and Repair would also be able to help you or you could contact the Client Advisory Service of the Royal Incorporation of Architects in Scotland. Your local authority may also be able to supply details of experienced architects. Details for all these organisations are in the useful contacts section at the end of this guide.

Before deciding on an architect, ask for an estimate of the fee costs in writing. Consider the costs carefully. Remember, if the work does not go ahead for any reason you may still owe a fee for any architectural work that has been done. Start to budget for your own share of the cost after the grant is taken into account. Even if, as happens in many cases, your local authority will make a contribution to costs, this may not cover everything.
The Warm Front Scheme

If the work you want to carry out relates to insulating your home or improving your central heating you should consider the **Warm Front Scheme**. This provides heating and insulation improvements to households on certain income-related benefits living in properties that are poorly insulated and/or do not have a working central heating system. Qualifying households can get improvements worth up to £3,500 (£6,000 where oil central heating and other alternative technologies are recommended).

Grants are available for improvements such as:
- Loft insulation
- Draughtproofing
- Cavity wall insulation
- Hot water tank insulation
- Gas, electric, liquid petroleum gas or oil heating
- Glass-fronted fire – the Warm Front scheme can convert your solid-fuel open fire to a glass-fronted fire.

You will not have to pay anything as long as the work does not cost more than the grant available. If the cost of the work is more than the grant available then you will have to make a contribution to enable work to go ahead. Further details are available from [Carillion Energy Services](#) (contact details in the useful information section on page 32).

**Care and Repair**

You may also want to consider accessing **Care and Repair** services (contact details in the useful information section). Care and Repair operates throughout Scotland to offer independent advice and assistance to help homeowners repair, improve or adapt their homes so that they can live in comfort and safety in their own community.

**Adaptations in the Social Rented Sector**

If you live in council or housing association property which does not meet your needs you should ask your social work department for an assessment of your needs. Once the assessment has been carried out and the council has recommend ways to make life easier for you, your local authority or housing association should agree to carry out any recommended adaptations at no cost to you. You should ask for confirmation of this in writing.

You should agree the detail of the work with your landlord and your Occupational Therapist to ensure that the adaptation will meet your needs.
PART 4

Challenging Decisions

There could be times in your housing experience when you are not satisfied with a decision or action that affects you. If this happens, learn how to make a proper complaint and you may get that decision changed.

When making a complaint it can be very difficult to keep calm and non-confrontational, but this should be your aim. Remember that you could be satisfied at any stage in the process of the complaint. You should recognise this and not take the complaint further than you need to.

Remember:

- All local authorities and housing associations have a written complaints procedure which you can ask to see and can follow through.
- Enacting a complaints procedure can be a lengthy process and cannot be shortened. Each stage must be gone through until the process is finished.
- It is important to remember that you should go through the internal complaints procedure before approaching the Scottish Public Service Ombudsman.
- You must also accept that your complaint may not be upheld and that the decision that caused the complaint may not necessarily be changed in your favour.
Housing Associations

First check that you have given the association all the information they need or have asked for. Then work through the following steps until you are satisfied that your complaint has been properly dealt with:

- Contact the officer who dealt with you and discuss your concerns. At this stage it is worth asking for a copy of the association’s complaints procedure.
- If you are not satisfied, make a formal complaint, request information on their specific procedures on how to do this.
- The Scottish Housing Regulator provides information on making a complaint about a regulated body, it also sets out what the regulator can and cannot do about your complaint (see useful contacts section).
- It can often be helpful to seek your local councillor’s help in pursuing your complaint.
- If, after following all these steps, you are still not satisfied, write to the Scottish Public Services Ombudsman (see useful contacts section).

Local Authority Services

First check that you have given the department all the information that they need or have asked for. Then work through the following steps until you are satisfied that your complaint has been properly dealt with:

- Contact the department in person or by telephone and then write stating your complaint briefly and clearly. Always address your letters to the Director of the department concerned and keep copies of any correspondence.
- In all meetings with officers, state your case as clearly and calmly as possible.
- Write to the Chief Executive of the council and ask for your problem to be put through the local authority’s complaints procedure.
- It can often be helpful to seek your local councillor’s help in pursuing your complaint.
- If, after following all these steps, you are still not satisfied, write to the Scottish Public Services Ombudsman (see useful contacts section).

If you believe that a local authority has acted wrongly you may be able to challenge this decision in court by way of Judicial Review. You should seek expert legal advice as soon as possible to prevent any delay being held against you by the court. Normally you should exhaust all other remedies, such as internal complaints procedures, before raising judicial review proceedings. This might not be necessary in urgent cases. Judicial Review proceedings are complex and very expensive. Legal aid may be available to cover these proceedings and you should ask to be assessed for legal aid.
Scottish Public Services Ombudsman

The Scottish Public Services Ombudsman (SPSO) deals with complaints about Scottish public bodies previously dealt with by the Scottish Parliamentary Ombudsman, the Local Government Ombudsman for Scotland and the Housing Association Ombudsman for Scotland. You simply write to the Ombudsman and ask them to investigate your complaint, although you must go through the formal complaints procedures before you ask Scottish Public Services Ombudsman to investigate your complaint.

Once you have completed the organisation’s complaints procedure, and if you remain unhappy, you can contact the SPSO to ask if they can consider your complaint. If you are not sure if you have completed the complaints procedure, you should check with the organisation being complained about.

Homeless Accommodation

If you have been refused homeless accommodation after presenting as homeless and you are homeless (as opposed to threatened with homelessness) you should seek urgent legal advice as you may be entitled to raise judicial review proceedings to obtain temporary homeless accommodation.
If you are told in writing by the local authority that you are not homeless or that you have made yourself intentionally homeless or alternatively that the offer of permanent accommodation that you have been made is reasonable, you are at risk of losing temporary homeless accommodation. You have 21 days to challenge this decision and you are entitled to seek legal advice to do so.

If you disagree that the permanent accommodation being offered is reasonable, the prudent course of action would be to accept the accommodation but to submit a review of the decision that it is reasonable accommodation within the 21 days. If you are unhappy with the review decision maker’s decision you may be able to raise judicial review proceedings in court.

**Human Rights Act 1998**

If you believe that a public authority, which can in some cases include private or charitable organisations where they carry out public functions, has breached your human rights you may be entitled to raise court proceedings under the Human Rights Act. In certain cases the court will award compensation if it finds a breach of the Act. There is a strict time limit of twelve months from the date of the alleged breach for taking such a case to court. It is therefore important to seek specialist legal advice as soon as possible.
Useful Contacts

The information set out in this booklet is complicated. If in doubt you should always get advice. Specialist housing law advice can be obtained from the following agencies.

**Scottish Government**
Housing, Regeneration and Welfare Directorate
Victoria Quay
Edinburgh
EH6 6QQ
Tel: 0131 244 3748
Email: equipmentandadaptations@scotland.gsi.gov.uk
www.scotland.gov.uk/Topics/Built-Environment/Housing

**Capability Scotland**
Advice Service
11 Ellersly Road
Edinburgh
EH12 6HY
Tel: 0131 131 5510
Text: 0131 346 2529
Fax: 0131 346 7864
Email: advice@capability-scotland.org.uk
www.capability-scotland.org.uk

**Glasgow Centre for Inclusive Living (GCIL)**
117-127 Brook Street
Glasgow
G40 3AP
Tel: 0141 550 4455
Fax: 0141 550 4858
Text: 0151 554 6482
Email: housing@gcil.org.uk
www.gcil.org.uk
Disabled Persons Housing Services

Disabled Persons Housing Services offer a specialist service to provide and/or co-ordinate all the elements required to solve housing related problems faced by disabled people.

**DPHS Aberdeen**
43 Raeden Court
Midstocket Road
Aberdeen
AB15 5PF
Tel: 01224 810222
Email: dphsabdnocity@btinternet.com
www.dphsaberdeen.org/

**DPHS Aberdeenshire**
1 Carters Close
Peterhead
Aberdeenshire
AB42 1UU
Tel: 01779 490908
Fax: 01779 491130
Email: ajklm@tiscali.co.uk
www.dphsa.co.uk/

**DPHS Fife**
The Roundhouse
Priory Campus
Victoria Road
Kirkcaldy
KY1 2QT
Tel: 01592 223905
Email: enquiries@dphsfife.org.uk
www.dphsfife.org.uk/index.html

**Housing Options Scotland**
(formally Ownership Options)
Housing Options Scotland
The Melting Pot, 5 Rose Street
Edinburgh EH2 2PR
Tel: 0131 247 1400
Fax: 0870 123 1597
Email: info@housingoptionsscotland.org.uk
www.housingoptionsscotland.org.uk/

**Lothian Centre for Integrated Living**
Norton Park Centre
57 Albion Road
Edinburgh
EH7 5QY
Tel/Text: 0131 475 2350
Fax: 0131 475 2392
Email: LCIL@lothiancil.org.uk
www.lothiancil.org.uk

**The Scottish Housing Regulator**
Highlander House
58 Waterloo Street
Glasgow
G2 7DA
Tel: 0141 271 3810
www.scottishhousingregulator.gov.uk
Shelter Scotland
Shelter Scotland provides information, advice and advocacy, including legal advice, on housing and homelessness issues through the Housing Aid Centres below.

6 South Charlotte Street
Edinburgh
EH2 4AW
Tel: 0808 800 4444
Email: Through website
www.scotland.shelter.org.uk

Ayr Housing Aid Centre
3a Holmston Road
Ayr
KA7 3BA
Tel: 01292 288 111
Fax: 01292 880 851
Email: ayr_hac@hotmail.com
www.ayrhousingaidcentre.com/

Dundee Shelter Housing Aid Centre
1 Courthouse Square
Dundee
DD1 1NH
Tel: 0808 800 4444
Email: DSHAC@shelter.org.uk
**Edinburgh Housing Aid Centre**
4th Floor
6 South Charlotte Street
Edinburgh
EH2 4AW
Tel: 0808 800 4444
Fax: 0344 515 2904
www.homelessedinburgh.org

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**Glasgow Shelter Housing Aid Centre**
1st Floor
Suite 2
Breckenridge House
274 Sauchiehall Street
Glasgow
G2 3EH
Tel: 0808 800 4444

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**Scottish Public Services Ombudsman**
4 Melville Street
Edinburgh
EH3 7NS
Tel: 0800 377 7330
Email: enquiries@scottishombudsman.org.uk
www.spso.org.uk/

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**Law Centres**

Law Centres are special not-for profit firms of solicitors. Most law centres aim to help and represent people who are vulnerable or would otherwise find it difficult to get legal advice.

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**Legal Services Agency Ltd (Glasgow)**
3rd Floor
Fleming House
134 Renfrew Street
Glasgow
G3 6ST
Tel: 0141 353 3354
Fax: 0141 353 0354
Email: lsa@btconnect.com
www.lsa.org.uk

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**Legal Services Agency Ltd (Edinburgh)**
3rd Floor Princes House
5 Shandwick Place
Edinburgh
EH2 4RG
Tel: 0131 228 9993
Fax: 0131 228 9994
Email: lsa@btconnect.com
www.lsa.org.uk

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**Castlemilk Law and Money Advice Centre**
155 Castlemilk Drive
First Floor
Castlemilk
G45 9UG
Tel: 0141 634 0313
Fax: 0141 634 1944
Email: castlemilklawcentre@tiscali.co.uk
www.castlemilklawcentre.co.uk/
Care and Repair Scotland
135 Buchanan Street
Suite 2.5
Glasgow
G1 2JA
Tel: 0141 221 9879
Fax: 0141 221 9885
www.careandrepairscotland.co.uk

Disability Rights UK
(formally National Centre for Inclusive living)
12 City Forum
250 City Road
London
EC1V 8AF
Tel: 020 7250 3222
www.disabilityrightsuk.org/

Four Square (Scotland)
Four Square Hub
67a Logie Green Road
Edinburgh
EH7 4HF
Tel: 0131-557-7930
Fax: 0131-557-7931
E-mail: info@foursquare.org.uk
www.foursquare.org.uk/

Citizens Advice Scotland
1st Floor
Spectrum House
2 Powderhall Road
Edinburgh
EH7 4GB
Tel: 0131 550 1000
Fax: 0131 550 1001
www.cas.org.uk/

Carillion Energy Services
Freepost NEA12054
Newcastle upon Tyne
NE2 1BR
Tel. 0800 316 2805
Text: 0800 072 0156
Email: enquiry@carillionplc.com
www.carillionenergy.com/

Royal Incorporation of Architects in Scotland
15 Rutland Square
Edinburgh
EH1 2BE
Fax: 0131 228 2188
Email: info@rias.org.uk
www.rias.org.uk
Local Authority Housing Services

Below are the contact details of all housing services within all 32 councils in Scotland. Several of the sites have links to specific information on housing services for disabled people, but not all.

Since stock transfer many councils are no longer landlords and do not have the same responsibility to look after housing stock and tenants. They will however be able to provide information and advice on housing, as well as signposting to housing providers in their area. Where an agreement has been made with the council and housing associations, the contact details of those partner organisations have been included.

Aberdeen City
Goodapple Homes is the brand name of Aberdeen City Council’s Housing service and it currently manages over 23,000 council houses in the Aberdeen City area. They have many different types of properties including family homes, homes for couples and single people, sheltered housing for elderly people and amenity housing.

Housing and Environment
Aberdeen City Council
Business Hub 3
Ground Floor South
Marischal College
Broad Street
Aberdeen, AB10 1AB
Tel for surnames beginning with A - L: 01224 523151
Tel for surnames beginning with M – Z: 01224 231 139
Email: goodappleapplication@aberdeencity.gov.uk
www.aberdeencity.gov.uk/Housing/housing.asp

Aberdeenshire Council
Aberdeenshire Council has approximately 13,000 properties varying in size from bedsits and small flats to larger family homes.

Headquarters
Aberdeenshire Council
Woodhill House
Westburn Road
Aberdeen, AB16 5GB
Tel: 08456 08 12 07
www.aberdeenshire.gov.uk/housing/index.asp
**Angus Council**
There are currently around 7,500 Council owned properties in Angus. Housing is a decentralised service with its headquarters at William Wallace House. Most day to day services are carried out at Access Offices in Arbroath, Brechin, Carnoustie, Forfar, Montrose and from Access & Police Offices in Kirriemuir and Monifieth.

**Angus Council**
William Wallace House
Orchard Loan
Orchardbank Business Park
Forfar
Tel: 0845 777 778
www.angus.gov.uk/housing

**Argyll and Bute Council**
The council housing system in Argyll and Bute Council has now been taken on by a joint formation of housing associations. These organisations work under a partnership application process known as Home Argyll.

**Argyll and Bute Council**
Kilmory
Lochgilphead
Argyll, PA31 8RT
Tel: 01546 602 127
www.argyll-bute.gov.uk/housing

Home Argyll Housing Information and Advice Line
Tel: 08007 31 83 37
www.homeargyll.co.uk/

**City of Edinburgh Council**
EdIndex is a partnership between the Council and 20 Housing Associations/Co-operatives in Edinburgh. By completing one application form you can access available social housing in Edinburgh, including sheltered and amenity housing.

**City of Edinburgh Council**
Council Headquarters
City Chambers
High Street
Edinburgh, EH1 1YJ
Tel: 0131 200 2000
www.edinburgh.gov.uk/info/917/housing
Clackmannanshire Council
There are approximately 5,000 council houses in Clackmannanshire.
The Council operates a Common Housing Register in partnership with Ochil View Housing Association and Paragon Housing Association. If you register for housing with the Council or their partners your details will be shared and you will be registered on the three waiting lists.

Clackmannanshire Council
Housing
Lime Tree House
Castle Street
Alloa, FK10 1EX
Tel: 01259 450 000
www.clacks.gov.uk/housing/
www.ochilviewha.co.uk/
www.paragonha.org.uk/

Comhairle nan Eilean Siar (Western Isles)
Comhairle no longer have any council houses but the Comhairle’s Housing Services Team is still responsible for the production of the Local Housing Strategy; Private Sector Housing Grant; Homelessness; and general information and advice about housing issues. Hebridean Housing Partnership became a Registered Social Landlord following the transfer of the Comhairle’s housing stock.

Hebridean Housing Partnership
Creed Court
Gleann Seileach Business Park
Willowglen Road
Stornoway, HS1 2EP
Tel: 0300 123 0773
www.cne-siar.gov.uk/services/housing.asp?servicename=Housing&snlid=3704
www.hebrideanhousing.co.uk/index.htm
Dumfries and Galloway Council
Dumfries and Galloway Council’s housing stock was transferred to Dumfries and Galloway Housing Partnership in April 2003. Although the Council no longer owns and manages social housing it still has statutory responsibilities as the strategic Housing Authority for Dumfries and Galloway.

Dumfries and Galloway Council
Council Offices
English Street
Dumfries, DG1 2DD
Tel: 03033 33 30 00
www.dumgal.gov.uk/

Dumfries and Galloway Housing Partnership
Grierson House
The Crichton
Bankhead Road
Dumfries, DG1 4ZS
Tel: 0800 011 3447
www.dghp.org.uk/

Dundee City Council
Dundee City Council owns around 13,700 homes throughout the city. These are mainly on estates and are a mixture of flats, multi storey flats, maisonettes and cottages.

The Lettings Centre
169 Pitkerro Road
Dundee, DD4 8ES
Tel: 0300 123 9023 or 01382 307400
www.dundeecity.gov.uk/housing/

East Ayrshire Council
East Ayrshire Council owns, manages and provides a range of services to residents living in around 13,000 homes within the area.

Housing Options
16 College Wynd
Kilmarnock
East Ayrshire, KA1 1HN
Tel: 01563 554 554
www.east-ayrshire.gov.uk/Housing/Housing.aspx
East Dunbartonshire Council
East Dunbartonshire social housing operates a Common Housing Register. East Dunbartonshire Housing Register has two levels of partnership. There are Core partners and Associate partners. The core partners are East Dunbartonshire Council, Hillhead Housing Association 2000 and Antonine Housing Association.

There are twelve other Registered Social Landlords who have rented housing within East Dunbartonshire referred as Associate Partners. The CHR combines the waiting lists of a number of landlords into a single list. As long as the applicant agrees, details from the CHR application form will also be forwarded to any of these landlords who have property of a suitable size, type and location and therefore may have property which matches the applicant’s housing needs.

Kirkintilloch Housing Office
Tom Johnston House
Civic Way
Kirkintilloch, G66 4TJ
Tel: 0141 578 8000
www.eastdunbarton.gov.uk/content/housing.aspx

East Lothian Council
East Lothian Council had around 8,000 properties for rent. As well as being a landlord, the Council has a strategic enabling role in the development of new affordable housing and the provision of housing information and advice.

Community Housing and Property Management HQ
Penston House
Macmerry Industrial Estate
Macmerry
East Lothian, EH33 1EX
Tel: 01620 827827
www.eastlothian.gov.uk/info/917/housing

East Renfrewshire Council
East Renfrewshire Council is responsible for public sector housing, private sector housing and for services for the homeless. There are three organisations with houses to rent - Arklet Housing Association, Barrhead Housing Association and East Renfrewshire Council. The three organisations work together and you need only complete one application form for housing. You have the choice of being considered for housing by any of the three landlords and can get advice on housing options by any one of them.

East Renfrewshire Council
Council Buildings
211 Main Street
Barrhead
East Renfrewshire, G78 1SY
Tel: 0141 577 3001
Falkirk Council
Falkirk Council owns and manages 24% of all the housing stock in the area and is the largest local provider of social rented housing. It has approximately 16,000 houses spread across the council area in the main towns of Falkirk, Denny, Stenhousemuir, Grangemouth, and Bo’ness as well as outlying areas and villages. The Council lets houses through a choice based letting system called Homespot. Homespot is Falkirk Council’s choice-based way of letting homes. Homes available for let are advertised and applicants can decide which homes they wish to be considered for.

Falkirk Council
Corporate and Neighbourhood Services
Falkirk Council
Suite 4
The Forum
Callendar Business Park
FK1 1XR
Tel: 01324 590780
www.falkirk.gov.uk/services/corporate_neighbourhood/housing/housing.aspx
Fife Council
Fife Council has a range of housing options for people looking to rent a council home, from flats, to houses, sheltered housing for older people, adapted housing for disabled people and emergency housing for people in a crisis. Fife Council and Fife’s Housing Associations work in partnership. The Fife Housing Register has a single way to access housing in the social rented sector - that is you only need to fill in one form.

Fife Council
Forth House
Abbotshall Road
Kirkcaldy, KY1 1RU
Tel: 08451 55 00 33
www.fife.gov.uk/topics/housing

Glasgow City Council
Glasgow City Council's housing stock was transferred to the Glasgow Housing Association Ltd. The council, although it no longer owns housing stock, still has important duties and responsibilities to discharge across all housing sectors within the city.

Glasgow City Council
Housing Investment, Development and Regeneration Services
Exchange House
229 George Street
Glasgow, G1 1QU
Tel: 0141 287 8672

Glasgow Housing Association
173 Trongate
Glasgow, G1 5HF
Tel: 0141 274 6460
www.gha.org.uk/content/default.asp

Highland Council
The Highland Council owns and manages about 13,700 houses in the Highlands. Highland Housing Register is a partnership of the following registered social landlords with housing stock in the Highland Council area, Highland Council, Albyn Housing Society, Cairn Housing Association, Lochaber Housing Association, Lochalsh & Skye Housing Association, and Pentland Housing Association. The aim of the register is to make it easier to apply for social rented housing in the Highland Council area.

The Highland Council
Glenurquhart Road
Inverness, IV3 5NX
Tel: 01349 886606
www.highland.gov.uk/livinghere/housing/councilhousetenancies/
Inverclyde Council
Inverclyde Council is no longer a landlord with a direct responsibility for tenants. Instead the Council has a strategic responsibility to ensure the provision of sustainable, affordable and appropriate housing, which meets the needs of the residents of Inverclyde irrespective of their tenure. The majority of the Council’s housing stock has now transferred to housing association River Clyde Homes. A smaller stock transfer process has also taken place in the Maukinhill area, with houses transferring to Cloch Housing Association.

Inverclyde Council
Housing Team
40 West Stewart Street
Greenock, PA15 1YA
Tel: 01475 714 298
Fax: 01475 714 235
www.inverclyde.gov.uk/housing/

River Clyde Homes
Roxburgh House
102-112 Roxburgh Street
Greenock, A15 4JT
Tel: 01475 788 887
www.riverclydehomes.org.uk/

Cloch Housing
19 Bogle Street
Greenock,
PA15 1ER
Tel: 01475 783 637
www.clochhousing.org.uk/

Midlothian Council
Midlothian Council aims to provide affordable, quality housing based on a clear framework that gives priority to those applicants who are in most need of housing. It has nomination agreements with several housing associations which have housing stock within the area including Castle Rock/Edinvar, Bield, Dunedin/Canmore and Ark Housing Association.

Midlothian Council
Housing
Bucleuch House
1 White Hart Street
Dalkeith
Midlothian, EH22 1AE
Tel: 0131 271 3394
www.midlothian.gov.uk/info/917/housing
Moray Council
Moray Council is the largest local provider of social rented housing in Moray.

Moray Council
High Street
Elgin
Moray, IV30 1BX
Tel: 03001 23 45 66
www.moray.gov.uk/moray_section/section_47320.html

North Ayrshire Council
North Ayrshire Council manages over 13,000 council homes, delivering services to tenants through a network of area housing offices.

North Ayrshire Council
Cunninghame House
Irvine, KA12 8EE
Tel: 08456 03 05 90
www.north-ayrshire.gov.uk/Housing/Housing.aspx

North Lanarkshire Council
North Lanarkshire Council is the largest council landlord in Scotland and has a range of homes throughout the area. Their Housing Options Guide provides a wide range of housing information and advice on all available housing options to help people in need make informed choices about their housing situation.

North Lanarkshire Council
Customer Services Civic Centre
Windmillhill Street
Motherwell, ML1 1AB
Phone: 01698 403 200

Orkney Islands Council
Orkney Islands Council and Orkney Housing Association Ltd operate a common housing register so you need only complete one form to be considered by both organisations.

Orkney Islands Council
School Place
Kirkwall
Orkney, KW15 1NY
Tel: 01856 873 535
www.orkney.gov.uk/Service-Directory/H/housing.htm
Perth and Kinross Council
Perth and Kinross Council owns and manages around 7,500 residential properties for rent. It operates a Common Housing Register as part of a partnership arrangement with Caledonia Housing Association and Hillcrest Housing Association. This means that you only have to fill in one application form to be considered for housing with any of the partner organisations.

Perth and Kinross Housing
Pullar House
35 Kinnoull Street
Perth, PH1 5GD
Tel: 01738 476 000
www.pkc.gov.uk/Housing/

Caledonia Housing Association
118 Strathern Road
Broughty Ferry
Dundee, DD5 1JW
Tel: 0800 678 1228
www.caledoniaha.co.uk/

Hillcrest Housing Association
1 Explorer Road
Dundee, DD2 1EG
Tel: 01382 564 700
www.hillcrest.org.uk/housing/

Renfrewshire Council
When applying for housing, applicants can choose up to five main areas in the Renfrewshire Council area where they would consider housing.

Housing Advice and Homeless Services
Abercorn Street Service
15 Abercorn Street
Paisley, PA3 4AA
Tel: 0141 842 3060
www.renfrewshire.gov.uk/ilwcm/publishing.nsf/Content/Navigation-ce-HousingHomePage
Scottish Borders Council
Scottish Borders Council no longer provides housing since the transfer of housing stock to Scottish Borders Housing Association. Housing associations are the main providers of new and affordable social housing opportunities for people in housing need in the Scottish Borders.

Scottish Borders Council
Galashiels Area Office
Paton Street
Galashiels, TD1 3AS
Tel: 01896 661 385
www.scotborders.gov.uk/info/917/housing

Scottish Borders Housing Association
South Bridge House
Whinfield Road
Selkirk, TD7 5DT
Tel: 01750 724 444
www.sbha.org.uk/view_item.aspx?item_id=3

Shetland Islands Council
Shetland Islands Council Operates a Common Housing Register with Hjaltland Housing Association.

Housing Service Development Services
6 North Ness Business Park
Lerwick, ZE1 0LZ
Tel: 01595 744 360
www.shetland.gov.uk/housing/default.asp

Hjaltland Housing Association Ltd.
2 Harbour Street
Lerwick
Shetland, ZE1 0LR
Tel: 01595 694 986
www.hjaltland.org.uk/index.html

South Ayrshire Council
South Ayrshire Council own and manage around 8,400 properties, made up of general needs housing and sheltered housing units designed for the elderly or other people who need warden support. The council owns and manages just over 20% of the total housing stock in South Ayrshire and is the largest provider of social rented housing in the area.

South Ayrshire Council
Newton House
30 Green Street Lane
Ayr, KA8 8BH
Tel: 01292 612 989
www.south-ayrshire.gov.uk/housing-menu/
South Lanarkshire Council
Homes to rent are available throughout South Lanarkshire from private landlords, letting agents, housing associations and the council. If you want to apply for housing with the council, any of the tenant management co-operatives or housing associations, you only have to complete one application form. South Lanarkshire Council has joined forces to provide the HomeFinder service. All HomeFinder landlords will assess your application against the same clear set of criteria.

South Lanarkshire Council
Almada Street
Hamilton
South Lanarkshire, ML3 0AA
Tel: 03031 23 10 15
www.southlanarkshire.gov.uk/housing

Stirling Council
Stirling Council provides houses and flats in the Stirling Council area. Split into two areas, Wallace Team serves the rural areas, towns and villages to the West and North of Stirling, Raploch, Cornton, Dunblane, Bridge of Allan, Causewayhead, Stirling Town, Braehead and Broomridge, the team is responsible for 2,858 properties. The Bruce Team serves St Ninians, Bannockburn, Fallin, Plean, Throsk, Cambusbarron and Cowie. The team is responsible for 2,770 properties

Stirling Council
Viewforth
14-20 Pitt Terrace
Stirling, FK8 2ET
Tel: 0845 277 7000
www.stirling.gov.uk/services/housing

West Dunbartonshire Council
West Dunbartonshire Council is the largest provider of social rented housing in the area. There are concentrations in Clydebank, Dumbarton and Alexandria.

West Dunbartonshire Council
Housing Office
24-30 College Way
Dumbarton, G82 1LJ
Tel: 01389 738 282
www.west-dunbarton.gov.uk/housing/
West Lothian Council

Council housing in West Lothian consists of a mixture of houses, flats, and sheltered housing. There are three partners of the West Lothian Housing Register - Almond Housing Association, Weslo Housing Management and West Lothian Council. You only submit the one application for the three partners of the register, selecting which of the partners you wish to be considered by. There is no limit on how many you select.

West Lothian Council
West Lothian Civic Centre
Howden South Road
Livingston
West Lothian, EH54 6FF
Tel: 01506 775 000
www.westlothian.gov.uk/917/

West Lothian Housing Partnership Ltd
3 Michaelson Square
Kirkton Campus
Livingston
West Lothian, EH54 7DP
Tel: 01506 460777
www.wlhp.org/index.asp

Weslo Housing Management
66 North Bridge Street
Bathgate, EH48 4PP
Tel: 01506 634 060
www.weslo-housing.org/default.aspx

NOTES

1 http://www.capability-scotland.org.uk/what-is-capability-doing-for-me-now/campaigns/housing-partnership/
2 http://www.scotland.gov.uk/Topics/Statistics/SHCS
3 http://www.horizonhousing.org/main.cfm?type=Nl&ObjectId=2697
4 http://www.scottishhousingregulator.gov.uk/
5 http://www.scotland.gov.uk/Topics/Built-Environment/Housing/BuyingSelling/lift
7 www.nalscheme.co.uk
8 www.scswis.com
9 www.scottishcare.org
10 www.careinfoscotland.co.uk
11 http://www.scotland.gov.uk/Topics/Built-Environment/Housing/access/grants/4418