



Single East Ayrshire  
Register for Community Housing

# Health and Disability Information Leaflet



Scottish Charity Number  
SC042251



the landlord of choice  
Scottish Charity Number  
SC028506



Scottish Charity Number  
SC038664



Scottish Charity Number  
SC037972



## What is a Health and Disability Assessment?

A health and disability assessment is the process we use to determine if your current accommodation is unsuitable for any member of your household relating to a health condition or disability.

## How do I apply for a Health and Disability Assessment?

You need to complete a Health and Disability Application for Assessment. Forms are available from your local housing office (See end of leaflet for details of local offices). You will need to provide details of your current circumstances and return the form to your local housing office for assessment. It is very important that you complete all the questions on the application and give us as much information as possible; this will help us to carry out an accurate assessment of your circumstances.

## What should I do if more than one person in the household has a health condition or disability that requires to be considered?

A separate Health and Disability Application for Assessment should be completed for each person requiring consideration in the household. All applications will be considered but only one priority will be given to the household, which will be based on the assessment of the person with the highest needs.

## Can I get help to complete the form?

Yes, you can ask a friend or relative to assist on your behalf or you can ask a member of staff at your local office to help you. If someone else helps you to complete the form, and you wish this person to represent you please make sure their details are included at the end of the form.

## Do I need a letter from my doctor?

No, you do not need any letters of support from your doctor to apply. However, if you already

have any information relating to your health or disability circumstances then you can enclose a copy of these with the application.

## Who will carry out the medical assessment?

An Occupational Therapist will make an assessment of your housing need on behalf of the following partners:

- Atrium Homes
- Cunninghame Housing Association
- East Ayrshire Council
- Irvine Housing Association
- Shire Housing Association

## What will happen during the assessment?

We will assess your application within 20 working days. Someone may contact you or your representative to discuss your circumstances in more detail. This may be carried out by telephone or a home visit may be required. In the course of a home visit the Occupational Therapist may ask you to show how your current home is affecting your health or disability, for example, climbing steps or stairs or accessing toilet facilities. The Occupational Therapist may discuss adaptations that may be carried out in your current home to make it more suitable for your needs. Additionally, they will discuss any specific housing requests that you may have, for example, supported accommodation for older people.

## What priority can I be awarded?

There are three levels of priority that can be awarded. These are:

- *High:* Where the person's quality of life is severely adversely affected by their current housing situation. For example, this could be awarded if the person was unable to access facilities within their home, or is unable to enter or leave the property – 30 points.

- **Medium:** Where the person's quality of life is significantly adversely affected by their current housing situation. For example this could be awarded where it can be evidenced that a move of house would allow the person to be more independent within their home – 20 points.
- **Low:** Where the person's quality of life is mildly affected by their current housing situation. For example this could be awarded where over time the person's current housing situation may exacerbate a medical condition or disability – 15 points.

No Priority will be awarded where a person's health or disability is not affected by their current housing situation and a move of house would not improve or alleviate their condition.

### What circumstances are unlikely to be awarded any priority?

- If you have a temporary condition which is expected to return to normal within 12 months, for example, if you are recovering from an operation or an injury or if you are pregnant.
- If you have difficulty accessing your property with a pram.
- If you are experiencing anti-social behaviour. In these circumstances you should contact your local housing office.
- If you find yourself in a potentially homeless situation. In these circumstances you should speak to a Homeless Persons Officer employed by your local Council or contact your local housing office.
- If you are overcrowded. Overcrowding is recognised as a priority factor and points are already awarded within the framework of the Allocation Policy for this.
- If you only want to move to Supported Accommodation for older people. A separate assessment will be carried out for applicants who wish to move to this type of accommodation. Contact your local housing office for more information.

### What if my circumstances change?

If your circumstances change you should tell us as soon as possible. If your health condition or disability has worsened then you may be asked to complete a new Health and Disability Application Form. If your condition has improved or your property has been adapted to meet your needs, your housing situation may be re-assessed and any health and disability priority you were initially awarded will be reviewed.

### Review

A periodic review of Health and Disability priority may be undertaken. At this point your health and disability priority may change. If this happens we will advise you of the reasons for this and if you are unhappy with the outcome you will be able to appeal.

### Can I re-apply?

You should not re-apply for assessment unless your circumstances have changed or your health or disability has worsened.

### How do I appeal?

If you are unhappy with the outcome of the assessment you can appeal in writing within 28 days of the date of the decision letter. Please address any appeal to:

The Housing Register Manager  
 Housing Register Team  
 Housing Service  
 P.O. Box 13  
 John Dickie Street, Kilmarnock  
 KA1 1HW

## East Ayrshire Council Area Housing Offices

### Northwest Area Team

North West Kilmarnock Area Centre  
Western Road,  
KILMARNOCK, KA3 1NQ  
Tel: 01563 555 670  
Fax: 01563 578 742

### Kilmarnock Central and South Area Team

Council Offices,  
John Dickie Street,  
KILMARNOCK, KA1 1HW  
Tel: 01563 576 619 & 576 620  
Fax: 01563 576 659

### Irvine Valley and Ballochmyle Area Team

51 Academy Street,  
HURLFORD, KA1 5BU  
Tel: 01563 554 668 & 554 659  
Fax: 01563 554 665

### Cumnock and Doon Valley Area Team

25 Ayr Road,  
CUMNOCK, KA18 1EA  
Tel: 01563 555 440 & 555 441  
Fax: 01563 555 421

## SEARCH Partner Landlords

### Atrium Homes

39/41 John Finnie Street,  
KILMARNOCK, KA1 1BL  
Tel: 01563 528 816  
Fax: 01563 525 558

### Irvine Housing Association

9 Glencaig Street,  
DRONGAN, KA6 7AS  
Tel: 0845 112 6600  
Fax: 01292 591 646

### Cunninghame Housing Association

42 Campbeltown Drive,  
KILMARNOCK, KA3 1JX  
Tel: 01294 607 550  
Fax: 01563 551 325

### Shire Housing Association

Netherthird House,  
Netherthird, CUMNOCK KA18 3DB  
Tel: 01290 421 130  
Fax: 01290 428 025

This document is also available, on request, in braille, large print or recorded on to tape, and can be translated into Chinese, Punjabi, Urdu, Gaelic and Polish.

Ma tha sibh airson fiosrachadh fhaighinn ann an cànan sam bith eile, cuiribh brath thugainnaig an t-seòladh a leanas.

اگر آپ یہ معلومات کسی اور زبان میں چاہتے ہیں تو براہ کرم ہمیں اس لیے کہتے ہیں۔

閣下如需要這份資料的其他語言版本，請透過以下的地址與我們聯絡。

ਨੇਕਰ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ  
ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰ ਹੇਠ ਦਿੱਤੇ ਗਏ ਪਤੇ ਤੇ  
ਸੰਪਰਕ ਕਰੋ ।

Dokument dost pny jest równie w alfabecie Braille'a, w wersji z powi kszonym drukiem lub w formie nagrania d wi kowego na kasecie. Na yczenie oferujemy tak e tłumaczenie dokumentu na wybrany j zyk.