

# Allocation of Housing

medical priority explained



## How are applications assessed?

We prioritise applicants who have a medical condition by placing them in a Priority Group. Medical Priority is awarded not just on the basis of the particular medical condition but also on how that condition is affected by where the applicant is living and how suitable rehousing would benefit.

To be assessed for medical priority, applicants must complete the Medical Self Assessment section of the Housing or Transfer Application Form. In some cases, additional information may be requested from a medical specialist or the self assessment may be passed to an independent Doctor.

Medical Priority will only be awarded to one member of an applicant's household - whoever receives the greatest priority.

There are two categories of medical priority:

### High Priority

High Priority will be considered for applicants in the most urgent medical need. These are likely to include applications with severe mobility or extreme medical conditions where the present accommodation is greatly detrimental to the person's health, and whose condition is likely to be improved by alternative suitable accommodation.

### Medium Priority

Medium Priority will be considered for applicants whose ill health is significantly affected by their current accommodation and whose condition is likely to be improved by suitable alternative accommodation.

## What happens next?

After the assessment has been completed, the application will be placed in the appropriate Priority Group and the applicant will receive a letter confirming the details of the assessment. Any offer of rehousing will be based on an applicants medical needs, size entitlement and area preferences.

## General

Medical priority will not usually apply where the current accommodation is at ground level and the house is suitable for the person's medical needs or has been prioritised for adaptation.

Applicants with a medical priority who consider that their medical circumstances have changed should submit an updated medical Self Assessment form and any additional supporting information which is available.

Should we require to see additional information from a medical specialist or a specialist assessment from an independent Doctor, we will do so only with an applicant's consent.

## Accommodation

In certain circumstances we may request an Occupational Therapist to give us a report on the suitability of a property before we can make an offer. This would be when we want to make sure it is suitable for an applicant who has medical needs relating to the physical layout of the property.

## Complaints & Comments?

We have a Customer Complaints Policy which can be used by applicants who wish to comment or who are unhappy or dissatisfied with any aspect of the allocation process. A leaflet is available from our office or from our website.

A summary of our Allocation Policy is also available at our office or from our website.

A copy of the full Allocation Policy is available on request.

## If you are a Thenue Housing Tenant - Have you tried our new self service APP on your phone or tablet?

You can now access many of our services from the comfort of your home or on the go with the APP. no need to phone or visit our office access up to date data on your rent account, repairs history etc 24/7, 365 days a year!  
Report repairs or a neighbour complaint day or night.

Its's available from Google Play Store or Apple App Store or you can scan the QR code opposite. If you need help to download it, contact staff at our office.



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