

# Hackney Council Lettings Policy

## Medical priority

December 2007

# Introduction

Hackney Council has published a guide to its lettings policy. It explains the scheme and covers the policies both for tenants looking for a transfer and for all those joining the housing register.

**There are six easy to understand publications, each explaining the separate parts of the scheme:**

- How to apply for housing in Hackney
- How we assess your application
- How many bedrooms
- Medical priority
- Harassment and domestic violence
- Council interest priorities

We hope you find this guide useful. Staff at our local housing offices, and Christopher Addison House, are available to explain the policy further. The full policy document “How we let our homes” is available on the Council’s website at [www.hackney.gov.uk/](http://www.hackney.gov.uk/) under Housing Needs.

## Rehousing for medical reasons

If you or a member of your household have health or mobility problems it is important that you tell us about it. You may be awarded medical priority if your current home is unsuitable for you or a member of your family, due to your medical condition.

You will need to complete a medical assessment form for each person with a health condition. The form is available from local housing offices and the Housing Reception at Christopher Addison House.

You do not need to submit a letter from your Doctor. We will contact your Doctor or appropriate person if and when necessary.

After completing and returning the form, we will carry out an assessment to determine the type of accommodation you require and the urgency of your housing need. The assessment will address things such as how many stairs you can climb, if you need level access to your home and whether you need wheelchair standard accommodation.

The Council’s medical advisers are able to give two levels of medical priority, ‘A’ grade and ‘B’ grade, both of which reflect a need to move due to a health problem.

- Applicants with ‘A’ grade will be placed in the Urgent band.
- Applicants with ‘B’ grade will be placed in the General band.

In rare circumstances applicants may be considered for an additional bedroom on medical grounds. This must be approved by the Council’s Medical Advisor following completion of the medical form and assessment.

# Reviews and appeals

## **There are some situations where there is a right to review:**

- any decision made by the Council on the facts of a housing application
- a decision regarding eligibility for housing
- on the Council's decision on a homelessness application, including a decision to discharge duty after an offer is refused

## **There are other circumstances when we provide an appeal or review process:**

- against a decision that an offer we have made is reasonable
- against a grade or recommendation by our medical adviser
- against a decision to remove an 'A' priority grade

# Complaints

The Council complaints procedure should be used if it seems that the Council has not dealt with a case properly. Complaints are looked at initially by the staff dealing with the case and if needed, by their managers. They will try to resolve the issues directly and quickly.

If this does not resolve the matter, the complaint will be considered by the Council's corporate complaints staff. Complaints that are not resolved using the Council's own complaints procedure can be referred to the Local Government Ombudsman. The ombudsman will check to make sure that the Council is conducting its published policies fairly and efficiently and that there has been no disadvantage to an applicant by a failure in the process.

# Translations

This leaflet tells you about council interest priorities. If you would like this information in your own language please tick the box  and return it to the Freepost address below.

**Bengali**

এই দলিলে কি লেখা আছে সে সম্পর্কে যদি আপনি জানতে চান তাহলে অনুগ্রহ করে উপযুক্ত বাক্সে টিক দিন, এই পাতার নীচে আপনার নাম, ঠিকানা ও ফোন নম্বর লিখুন এবং এটি নীচের ঠিকানায় ফেরত পাঠান।

**Somali**

Haddii aad jeclaan lahayd in aad ogaato waxa dokumeentigani sheegayo fadlan calaamadi godka ku haboon, ku qor magacaaga, cinwaanka iyo telefoon lambarkaaga boggan dhankiisa hoose ka dibna ku celi cinwaanka hoose.

**French**

Si vous désirez connaître le contenu de ce document, veuillez cocher la case appropriée et indiquer votre nom, adresse et numéro de téléphone au bas de cette page et la renvoyer à l'adresse indiquée ci-dessous.

**Spanish**

Si desea saber de lo que trata este documento, marque la casilla correspondiente, escriba su nombre, dirección y número de teléfono al final de esta página y envíela a la siguiente dirección.

**Kurdish**

Ger hun dixwazin bizanibin ku ev dokument çi dibêje, ji kerema xwe qutika minasib îşaret bikin, nav, navnîşan û hejmara telefona xwe li jêrê rûpel binivîsin û wê ji navnîşana jêrîn re bişînin.

**Turkish**

Bu dökümanda ne anlatıldığını öğrenmek istiyorsanız, lütfen uygun kutuyu işaretleyerek, adınızı, adresinizi ve telefon numaranızı bu sayfanın alt kısmına yazıp, aşağıdaki adrese gönderin.

**Polish**

Jeśli chcesz dowiedzieć się, jaka jest treść tego dokumentu, zaznacz odpowiednie pole, wpisz swoje nazwisko, adres i nr telefonu w dolnej części niniejszej strony i przeslij na poniższy adres.

**Vietnamese**

Nếu bạn muốn biết tài liệu này nói gì hãy đánh dấu vào hộp thích hợp, điền tên, địa chỉ và số điện thoại của bạn vào cuối trang này và gửi lại theo địa chỉ dưới đây.

**Urdu**

اگر آپ یہ جاننا چاہتے ہیں کہ دستاویز میں کیا لکھا ہے تو ازراہ کرم مناسب باکس میں صحیح کا نشان لگائیے اور اپنا نام، پتہ اور فون نمبر اس صفحہ کے نیچے لکھئے اور اسے نیچے دیئے گئے پتہ پر واپس بھیج دیجئے۔

**Chinese**

如果你想知道這分文件的詳細內容，請在方框內打鉤，在本頁下面寫下你的名字、地址和電話號碼並寄到下面的地址。

If you would like this document in any of the following formats or in another language not listed above, please complete and send the form to the address below.

**In large print**

**In Braille**

**On Disk**

**On audio tape**

**In another language, please state:**

Name:

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## Return to:

FREEPOST – RRAL – RBSK –SCBJ, Choice Based Lettings,  
2nd Floor Christopher Addison House, Wilton Way E8 1BJ