



## Priority Pass Application Form

Please return this application form to the following address:

**Homehunt Department  
Link Housing Association  
Watling House  
Callendar Business Park  
Falkirk  
FK1 1XR**

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## Priority Passes

Priority Passes are awarded to those applicants who have a significant housing need. There are seven different types of Priority Passes, with varying levels of priority, as indicated in the table below:

Priority Type	Priority Pass Level			
	Gold Plus	Gold	Silver	Bronze
Homeless	✓	✓	✓	
Harassment		✓	✓	
Medical		✓	✓	✓
Overcrowding			✓	✓
Unsatisfactory Housing			✓	✓
Need to be in a Community			✓	✓
Transfer Pass	✓	✓	✓	✓

The different levels of priority are awarded depending on the type of pass and the severity of your housing need. More information about what level of pass you might be eligible for is detailed on the section for each pass.

You only need to complete the section for the priority pass you feel you are eligible for, but if you think you might be eligible for more than one Priority Pass, you should complete all the sections that apply. If you are eligible for more than one priority pass we will award whichever Pass offers you the highest priority.

Passes are recognised automatically when an applicant applies for a suitable property. We can limit your pass so that it gives you extra priority for a particular property type (e.g. a wheelchair accessible property). It is therefore important that you complete the section that indicates whether you require a particular property type.

Sometimes we may need additional information in order to assess your priority. For example, we may ask for a letter from your doctor to clarify your medical requirements, or a letter from your employer confirming where you work. If we need further information we will write to you or phone you to let you know.

If you have any questions about Priority Passes, or if you are unsure about how to complete this form, please call our Customer Service Centre on 03451 400 100. We can advise you what sections to complete and whether we will need any extra information.

## Your Details

Please complete the following information. Please ensure your registration number is entered, as we may be unable to find your information without it.

Name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Telephone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Homehunt Registration Number: \_\_\_\_\_

Please tell us if you need a particular property type. For example, if you cannot manage stairs you should tick the box indicating you require Ground Floor Accommodation.

**Please indicate if you require any of the following property features:**

Ground Floor Accommodation

Sheltered Housing

Wheelchair Accessible property

Fully Wheelchair Adapted property

Wet-floor shower room

### Declaration

I confirm that the information I have given in this form is correct and if there are any changes I will notify Link immediately. I have read and understood the Association's policy in relation to providing false or misleading information (see section 10 of the Homehunt Guide). I agree to the use of this information in accordance with the data protection statement and privacy policy as stated on the Homehunt website.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Homelessness

If you are homeless now or threatened with homelessness in the near future (for example, because you may lose your home shortly) then you should immediately apply to your local authority - contact details are displayed below. **Please note, Link Housing Association cannot carry out a homeless assessment or provide you with temporary accommodation** - only your local authority can do this.

If your local authority assesses you as being homeless, you may be eligible for a priority pass which will be limited to areas within your local council.

If you have been assessed by the local authority as not homeless, or not in a priority group, you may still be eligible for a priority pass. If you would like more information about this, or if you are unsure if you should apply for priority under this category, please contact our Customer Service Centre on 03451 400 100.

### Argyll & Bute

Tel: 01546 602127 (Out of hours: 0800 587 7285)

[www.argyll-bute.gov.uk/housing/homelessness](http://www.argyll-bute.gov.uk/housing/homelessness)

### Clackmannanshire

Tel: 0845 055 7070 (Out of hours: 0800 027 6566)

[www.clacksweb.org.uk/housing/homelessness/](http://www.clacksweb.org.uk/housing/homelessness/)

Email: [homeless@clacks.gov.uk](mailto:homeless@clacks.gov.uk)

### East Ayrshire

Tel: 01563 554554 (out of hours: 0845 7240000)

[www.east-ayrshire.gov.uk](http://www.east-ayrshire.gov.uk)

Email: [homelessness@east-ayrshire.gov.uk](mailto:homelessness@east-ayrshire.gov.uk)

### East Dunbartonshire

Tel: 0141 578 2133 (out of hours: 0800 052 5574)

[www.eastdunbarton.gov.uk](http://www.eastdunbarton.gov.uk)

Email: [contact.centre@eastdunbarton.gov.uk](mailto:contact.centre@eastdunbarton.gov.uk)

### East Renfrewshire

Tel: 0141 577 3671 (out of hours: 0800 052 0180)

[www.eastrenfrewshire.gov.uk](http://www.eastrenfrewshire.gov.uk)

### Falkirk

Tel: 01324 503600 (out of hours 0800 587 4440)

[www.falkirk.gov.uk](http://www.falkirk.gov.uk)

Email: [arc@falkirk.gov.uk](mailto:arc@falkirk.gov.uk)

## **Fife**

Tel: 0800 028 6231 (24hrs)

Web: <http://www.fifedirect.org.uk/>

## **Glasgow**

During office hours see Glasgow Council's website for your local community casework team:  
[www.glasgow.gov.uk/en/Residents/Care\\_Support/Homelessness/GettingHelp/](http://www.glasgow.gov.uk/en/Residents/Care_Support/Homelessness/GettingHelp/)

Out of hours call Hamish Allan Centre on 0800 838 502

## **Inverclyde**

Tel: 01475 717171 (out of hours 0800 811 505)

[www.inverclyde.gov.uk/](http://www.inverclyde.gov.uk/)

## **Midlothian**

Tel: 0131 271 3607 (out of hours 0131 663 7211)

[www.midlothian.gov.uk/info/1078/homelessness/669/am\\_i\\_homeless](http://www.midlothian.gov.uk/info/1078/homelessness/669/am_i_homeless)

Email: [homelessness.enquiries@midlothian.gov.uk](mailto:homelessness.enquiries@midlothian.gov.uk)

## **North Ayrshire**

Tel: 01294 314700 (out of hours: 0800 0196 500)

[www.north-ayrshire.gov.uk/resident/housing/homelessness-support.aspx](http://www.north-ayrshire.gov.uk/resident/housing/homelessness-support.aspx)

Email: [contactus@north-ayrshire.gov.uk](mailto:contactus@north-ayrshire.gov.uk)

## **North Lanarkshire**

Tel: during office hours contact your local housing office. Out of hours: 0800 953 2424

[www.northlanarkshire.gov.uk](http://www.northlanarkshire.gov.uk)

## **Perth & Kinross**

Tel: 01738 474500 (out of hours: 0800 917 0708)

[www.pkc.gov.uk](http://www.pkc.gov.uk)

Email: [HousingAdviceCentre@pkc.gov.uk](mailto:HousingAdviceCentre@pkc.gov.uk)

## **Renfrewshire**

Tel: 0141 842 3060 (out of hours 0800 121 4466)

[www.renfrewshire.gov.uk](http://www.renfrewshire.gov.uk)

Email: [housingadvice.hps@renfrewshire.gov.uk](mailto:housingadvice.hps@renfrewshire.gov.uk)

## **Scottish Borders**

Tel: 0800 376 1138 (out of hours 01896 752111)

[www.scotborders.gov.uk](http://www.scotborders.gov.uk)

### **South Ayrshire**

Tel: 01292 611600 (out of hours: 0808 100 3151)

[www.south-ayrshire.gov.uk/housing/homelessness.aspx](http://www.south-ayrshire.gov.uk/housing/homelessness.aspx)

### **South Lanarkshire**

Tel: during office hours contact your local council office. Out of hours: 0800 242024

[www.southlanarkshire.gov.uk](http://www.southlanarkshire.gov.uk)

### **Stirling**

Tel: 01786 423400 (out of hours: 0845 277 7000)

[www.stirling.gov.uk/services/housing/housing-advice/housing-advice-for-homeless-people/](http://www.stirling.gov.uk/services/housing/housing-advice/housing-advice-for-homeless-people/)

### **West Dunbartonshire**

Tel: Contact local housing office during office hours or call 0800 197 1004 (24hrs)

[www.west-dunbarton.gov.uk/housing/homelessness/](http://www.west-dunbarton.gov.uk/housing/homelessness/)

### **West Lothian**

Tel: 0800 032 3450 (out of hours: 01506 280000)

[www.westlothian.gov.uk/917/925/962/](http://www.westlothian.gov.uk/917/925/962/)

Email: [customer.services@westlothian.gov.uk](mailto:customer.services@westlothian.gov.uk)





Address of Police Office	Crime Reference/Incident Numbers

In order to assess you for harassment priority we require you to obtain a report from the police, council anti-social behaviour team or any other relevant body that can confirm your need for priority.

## Medical Pass

If your health is affected in some way by your present accommodation, you can apply for a priority pass.

Your application will be assessed by the effect your present accommodation has on your health or mobility. We will use the information you give (on the following pages) and will seek professional opinions in exceptional circumstances.

### Bronze Passes would be awarded where:

- Due to a medical condition your current property does not adequately meet your housing needs, or you require essential support which cannot be provided in your current home.

### Silver Passes would be awarded where:

- Rehousing would produce a great improvement to your quality of life and/or substantially reduce the risk of physical injury or where your present home makes essential activities of daily living difficult, and it is not practical to adapt your home to meet your needs.

### Gold Passes would be awarded where:

- Rehousing is essential to enable you to live independently, or urgent to allow discharge from hospital, or to prevent admission to a nursing or residential home, and it is not practical to adapt your home to meet your needs.

Please complete the following questions to apply for a Medical Priority Pass:

1. Name of person with medical condition: \_\_\_\_\_

Current property type (e.g. first floor flat, mid-terrace house, etc.): \_\_\_\_\_

2. Why is your present house unsuitable for your medical condition(s)?

Please explain as fully as possible

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Please continue on a separate sheet of paper if required.

**3. Medical Condition(s)**

**How is this affected by your present housing?**

a. _____	_____
b. _____	_____
c. _____	_____
d. _____	_____
e. _____	_____
f. _____	_____

**4. Do you use any of the following? (Tick yes or no)**

Yes                      No

Wheelchair – Inside and Outside	<input type="checkbox"/>	<input type="checkbox"/>
Wheelchair – Outside only	<input type="checkbox"/>	<input type="checkbox"/>
Zimmer	<input type="checkbox"/>	<input type="checkbox"/>
Tripod or walking stick	<input type="checkbox"/>	<input type="checkbox"/>
Home help – every day	<input type="checkbox"/>	<input type="checkbox"/>
Home help – 2 or 3 times a week	<input type="checkbox"/>	<input type="checkbox"/>
District Nurse	<input type="checkbox"/>	<input type="checkbox"/>
Care Assistant (for bathing, dressing etc.) every day	<input type="checkbox"/>	<input type="checkbox"/>
Care Assistant (for bathing only) weekly	<input type="checkbox"/>	<input type="checkbox"/>
Meals on wheels	<input type="checkbox"/>	<input type="checkbox"/>
Bathroom aids (grab rails, raised toilet seats etc.)	<input type="checkbox"/>	<input type="checkbox"/>
Emergency Alarm System e.g. Hanover, local authority, etc.	<input type="checkbox"/>	<input type="checkbox"/>

**5. Do you have any difficulties with walking:**

Yes

No

Around the House

Up or Down Stairs

Short Distances

Up Hill

Longer Distances

To Nearest Shop – How far? \_\_\_\_\_

To Nearest Public Transport – How far? \_\_\_\_\_

**6. If you need to move to be nearer someone who provides essential care or support, give details of the type of help they provide and their name/address/relationship.**

Name of Carer \_\_\_\_\_

Address \_\_\_\_\_

Relationship to Applicant \_\_\_\_\_

Type of Help Provided \_\_\_\_\_

**7. Do you have any other particular housing needs not already mentioned?**

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8. If you receive care services from any professional or voluntary organisation, or if there is anyone else who can confirm, or add to any of the above, please give their name/address and details here:

Name of Organisation/Individual \_\_\_\_\_

Address and Tel No. \_\_\_\_\_

Type of Help Provided \_\_\_\_\_

N.B. We may contact these people/organisations for further information if necessary.

9. Please give full name(s) / address(es) of the health care professional(s) treating your medical condition.

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**10. Declaration to be signed.**

I hereby give permission for Link Housing Association Ltd to contact my family doctor, hospital consultant, district nurse or home help organiser, in confidence, for further information.

I hereby confirm that the particulars given in this claim for medical priority are true and understand that any false or misleading information or withholding of relevant information now or at any time in the future may result in any tenancy granted, being terminated.

Full name \_\_\_\_\_ Date of birth \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

## Overcrowding

Priority Passes for overcrowding are available on two levels as described below.

Overcrowding passes are only available to tenants or to members of a household which has outgrown their accommodation. These passes are not available to households which have moved from self contained accommodation to stay with an existing household (e.g. family or friends).

You can apply for priority if there are more people in your household than you have accommodation for (taking account of all bedrooms or rooms that could be used as a bedroom).

When assessing overcrowding, we use the following basic rules:

- Children of the same sex under 13 can share a bedroom
- Children under 8 of different sexes can share a bedroom

There are two Passes in this category, which are considered on an individual basis, but in general are awarded for the following reasons:

### Bronze Passes would be awarded where:

- You have two children sharing a single room.
- You and your partner are sharing a single room.
- You have a son and daughter sharing a room and one is aged eight or over.
- You have two daughters or two sons sharing a room and one is aged thirteen or over.

### Silver Passes would be awarded where:

- You require three or more extra bed spaces than you currently have.
- You have someone over 16 in your household and they do not have their own room.

### About Your House

How long have you lived at your current address? \_\_\_\_\_

How many double bedrooms are there in your property? \_\_\_\_\_

How many single bedrooms are there in your property? \_\_\_\_\_

### About Your Household Composition

You have already given us details of your family members who will be moving with you, but if there are any other people living in your current home who will not move with you, please give details below:

Name	Date of birth	Relationship to you (e.g. Father)

## Unsatisfactory Housing

Priority for Unsatisfactory Housing is awarded for one of the following reasons:

- Your property is deemed to be below tolerable standard (BTS) as defined in the legal definition set out by government legislation
- Your property lacks one or more basic amenities
- Your property is deemed to be in severe disrepair
- Your property is deemed to be unhealthy, unsafe or insecure
- You are renting a room within a property and sharing communal facilities with one or more people who are not part of your intended household
- You are under-occupying your property according to occupancy levels used by DWP to assess benefit entitlement
- You do not currently have a secure tenancy, and you are able to demonstrate that you cannot afford to rent privately or purchase your own home
- You are a tied tenant and are within three months of the end of your notice period, or you are a tenant of a private landlord and have been given your Notice to Quit.

If you would like more information about what is meant by these definitions, or about whether or not you should apply for a priority pass under this category, contact our customer service centre on 03451 400 100.

### About Your Tenure

Please indicate your current tenure by ticking one of the boxes below:

I am a home owner

I am a tenant of a private landlord

I am a tenant of a local authority or housing association

I am living with friends or family

If you are a tenant of a private landlord, housing association or council, please provide your landlord's details here:

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## About Your Property

Please indicate if any of the following apply to you:

I have no hot water supply

I have no central heating

I have no inside flushing toilet

I have no mains water supply

I have no fixed bath or shower

My property falls below the tolerable standard (BTS) as set out by the Housing (Scotland) Act 2006

My property is suffering from severe disrepair

My property is unsafe, unhealthy or not secure

I am currently under-occupying my property as I have more bedrooms than my household requires

I am renting a room within a property and sharing communal facilities with one or more people who are not part of my intended household

I am staying in a privately rented property and cannot afford to pay my rent or purchase a home

I am staying with friends and family and cannot afford to rent privately or purchase my own home

I am a tied tenant with less than three months until the end of my notice period, or a private tenant who has been given Notice to Quit by my landlord

If you have ticked any of the boxes above please give more details in the space below:

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## Need to be in a Community

You should complete this section if you need to move to a specific area for one of the reasons indicated below. Before applying for a Priority Pass in this category please check that your need to be in a community is not covered by one of the other priority passes. For example, if you need to move to a community to receive care or support, this would be covered by a medical pass.

Passes in this category are to recognise social need within a named community or communities. These are considered on an individual basis, but in general are awarded for the following reasons:

### Bronze Passes would be awarded where:

- **Near Amenities** – where amenities such as shops and services are not reasonably accessible (for example, it is unlikely that a car owner or someone living close to a bus route would fall into this category). **If you need to be near amenities for health reasons please complete the medical pass form.**
- **Access to children** – where you need to move because access to your children is currently very difficult or impossible for practical reasons such as transport.

### Silver Passes would be awarded where:

- **Employment grounds** – where a move is necessary to sustain employment (for example, because there is no suitable transport to coincide with shift patterns etc) or if you are moving to the area to take up employment. Priority can only be awarded to the main income holder in the household.
- **To offer care or support** – where you need to move to offer (or continue to offer) care or support to someone residing in or near Link Housing Association properties. If you are applying for this reason, please give details below.

Please state why you feel you are eligible for this Priority Pass:

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Do you have access to your own car?  Yes  No

You must tell us what community you need to move to, by ticking the relevant areas on the following pages. You can select more than one area if you wish.

Which area(s) do you need to move to:

**East Ayrshire**

- Catrine
- Kilmarnock – Shortlees
- Kilmarnock – Other
- Kilmaurs
- Mauchline

**North Ayrshire**

- Kilwinning
- Ardrossan

**South Ayrshire**

- Prestwick

**East Dunbartonshire**

- Auchinairn
- Bearsden
- Bishopbriggs
- Kirkintilloch

**West Dunbartonshire**

- Alexandria
- Bonhill
- Clydebank
- Dalmuir

**Renfrewshire**

- Elderslie
- Erskine
- Johnstone
- Linwood
- Lochwinnoch
- Paisley – Glencoats Drive
- Paisley – Silk Street
- Paisley – Other
- Renfrew

**East Renfrewshire**

- Barrhead
- Giffnock
- Neilston
- Newton Mearns

**Glasgow**

- Cowcaddens
- Carntyne
- Dennistoun
- Hope Street
- Maryhill
- Mosspark
- Oatlands
- Possil
- Ruchill
- Saltmarket

**North Lanarkshire**

- Airdrie
- Balloch/Eastfield
- Blackwood
- Broadwood
- Carrickstone
- Chapelhall
- Coatbridge
- Craigmarloch
- Cumbernauld Village
- Kildrum
- Kilsyth
- Kirkshaws
- Moodiesburn
- Petersburn
- Sikeside
- South Carbrain
- Wishaw

**South Lanarkshire**

- Blantyre
- Cambuslang

- East Kilbride
- Hillhouse
- Rutherglen

**Falkirk**

- Airth
- Bainsford
- Banknock
- Bonnybridge
- Brightons
- Camelon
- Carron
- Denny
- Falkirk – Town Centre
- Falkirk – Other
- Grangemouth
- Langlees
- Larbert
- Laurieston
- Longcroft
- Maddiston
- Polmont
- Redding
- Stenhousemuir

**Fife**

- Cowdenbeath
- Dunfermline
- Glenrothes
- Kelty
- Kincardine
- Kirkcaldy

**Clackmannanshire**

- Alva
- Dollar
- Tillicoultry

### **Stirling**

- Dunblane
- Stirling – Broomridge
- Stirling – Other

### **Perth & Kinross**

- Crieff

### **West Lothian**

- Addiewell
- Bathgate
- Blackburn
- Breich
- Fauldhouse
- Linlithgow Bridge
- Livingston
- Loganlea
- Uphall
- West Calder
- Whitburn
- Winchburgh

### **Midlothian**

- Penicuik

### **Scottish Borders**

- Coldstream
- Eyemouth
- Galashiels
- Kelso
- Melrose

### **Argyll & Bute**

- Luss

## Transfer Pass

In order to qualify for a Transfer Priority Pass you must be an existing Link Housing Association tenant.

Passes in this category are awarded to Link tenants whose properties have become unsuitable for them. A few examples of when a pass might be awarded are given below:

- Link has secured funding for a project that will result in your home being demolished.
- Link will carry out major improvements to your property resulting in you having to be decanted for a period in excess of six months.
- Re-housing is essential to enable you to live independently or to allow you to be discharged from hospital.
- Due to your medical condition, re-housing would greatly improve your quality of life.
- There is evidence of complaints by you against a neighbour of threatening, abusive or anti-social behaviour.
- Your current property is overcrowded or under-occupied.
- You need to move to a different area (e.g. for employment reasons or to maintain access to children).

Transfer Passes are assessed on an individual basis. You may be visited by your housing officer to establish the appropriate level of priority for you. If you are unsure whether or not you should apply for this pass please contact our Customer Service Centre who can advise you further.

Please state why you wish to move from your current property. Please continue on a separate page if necessary:

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ستصدر Link هذه المعلومات عند الطلب بطريقة برايل، ومن خلال شريط صوتي ونسخة بخط كبير واللغات التي يتحدث بها الأقليات. لمعرفة المزيد يرجى الاتصال بالرقم 0330 303 0124

लिंक (Link) अनुरोधरुसे एई तथ्यावलीके (ब्रहैल, अडिउ टेप, वडु हररुकेर सूदन वा कमिउनिटिर ताराठलिते प्रदान करवे। आरुओ जानते अनुग्रह करे, 0330 303 0124नखरे कल करन।

Link将根据需求以盲文、录音带、大字体和各种社区语言提供此信息。了解更多详情，请拨打：0330 303 0124

Link może dostarczyć niniejsze informacje w alfabecie Braille'a, na taśmie audio, w wersji dużym drukiem lub w językach używanych przez mieszkańców społeczeństwa. Aby uzyskać więcej informacji, prosimy zadzwonić pod numer 0330 303 0124.

ਬੇਨਤੀ ਕਰਨ ਤੇ ਇਹ ਲਿੰਕ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਬ੍ਰੈਲ, ਆਡੀਓ ਟੇਪ, ਵੱਡੇ ਅੱਖਰਾਂ ਅਤੇ ਕਮਿਊਨਿਟੀ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਪੈਦਾ ਕਰੇਗਾ। ਹੋਰ ਜਾਣਕਾਰੀ ਲਈ ਕਿਰਪਾ ਕਰਕੇ 0330 303 0124ਤੇ ਫੋਨ ਕਰੋ।

درخواست پر اس معلومات کو لنک (Link) بریل، سُننے والی ٹیپ، بڑے حروف کی چھپائی اور کمپیوٹی زبانوں میں فراہم کرے گی۔ مزید معلومات کے لیے برائے مہربانی نمبر 0330 303 0124 کو کال کریں۔

Link will produce this information on request in Braille, Audio Tape, Large Print and Community Languages. To find out more, telephone us on 0330 303 0124.



Link Housing Association Limited is a company registered in Scotland under the Companies Acts, Company Number: SC216300, Registered Office: Link House, 2c New Mart Road, Edinburgh, EH14 1RL. It is registered as a Property Factor Id: PF000355 and authorised and regulated by the Financial Conduct Authority, Reference Number: 674050. Part of the Link group @ Link Group Ltd 2016.