



Information Guide

Partners

Fife Council
Fife Special Housing Association
Glen Housing Association
Kingdom Housing Association
Ore Valley Housing Association

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Equal Opportunities

All of the housing providers participating in the Fife Housing Register (FHR) are committed to ensuring equality of opportunity and treatment for all people, and that their practices allow equal access to services. The FHR aims to ensure that everyone who applies for housing is treated fairly, irrespective of gender, race, marital status, religion, age and physical disability.

Regular monitoring will take place to ensure that all FHR landlords offer equal access. For further information please contact any of the partner organisations.

Your present home may not be suitable, or you may believe that it will become unsuitable in the future. You may not be in a position to buy and you are looking for a rented home.

In Fife, more people need homes than there are available to rent. This means that we have to keep lists and have policies to help decide who is offered housing. Fife Housing Register makes it possible for you to fill in one application form giving your circumstances and preferences to be considered by the partners who have homes in the parts of Fife you want to live.

This Guide gives you information to help you apply for housing and tells you about where we have homes to rent. It also gives you some information about other housing options that may be suitable for you.

Data Protection Act 1998

The information you provide on this form is held by Fife Council on behalf of the organisations participating in Fife Housing Register. It must be processed fairly and lawfully and you are entitled to know how we intend to use the information you provide. It may be made available to the partner landlords within the Fife Housing Register for the following purposes:-

- To decide if you are eligible for housing with the partner landlord
- Enable partner landlords to provide advice and guidance regarding your housing options
- To award you priority for housing in accordance with the points system of the partner landlord(s)
- Enable partner landlords to match your needs and preferences with available properties
- Enable partner landlords to decide if a property will be offered to you
- Partners may contact your landlord or former landlord for information about you
- Partners may also use the information for administrative purposes, reporting statistical analysis or for strategic planning

The sensitive personal data collected on this form will be processed for the following purposes:-

- Racial or ethnic origin for equal opportunities
- Physical or mental health data required to assess your need for housing

For independent advice about data protection, privacy and data-sharing issues, contact the Information Commissioner at:

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Phone 01625 545745

Email: mail@dataprotection.gov.uk Web: www.informationcommissioner.gov.uk

Can I apply for housing?

Under the Housing (Scotland) Act 2001, anyone aged 16 or over will be accepted onto the Housing List by filling in and signing an application form.

When assessing your application we are not allowed to consider:

- Your age (provided you are 16 or over)
- Your income
- Whether you own your home
- Any housing debt that you may have
- Whether you are single, married or in a civil partnership

The only exception may be that Council housing is regarded as a form of public assistance therefore if you are not eligible for 'public assistance' the council will be limited in terms of the 'assistance' it can offer. These restrictions do not apply in the same way to housing associations, therefore, your application will be registered and assessed on your individual circumstances.

Where do I get a form?

You can get a form from any of the 'Useful Contacts' on pages 13 and 14.

Where can I get help?

If you need any information or help please contact your nearest housing association office or council Local Services Centre. You can also get help from Citizens Advice and Rights Fife (CARF) or any of the other advice providers listed on page 15.

What do I do when I have completed my application form?

When you are sure you have given us all of the information we need to assess your housing circumstances (providing proof and additional information where this is asked for) you can send or take it to any of the offices listed on pages 13 and 14.

If you do not give us enough information or proof there may be delays in processing your application. Also, giving us false or misleading information may result in your application being suspended or withdrawn.

We will assess your application and award points in line with your housing need. If there are any problems with your application we will contact you.

What if my circumstances change or I want to amend my application?

Your circumstances may change after you have filled in and returned your form, and this may affect the way we view your application. You must make sure that your application is up to date by contacting us as soon as your circumstances change. We will then advise you about what to do next. You can contact us by phone, letter or by going into your nearest housing association office or council Local Services Centre.

What you can expect from us

- Friendly help at the point of contact.
- Good quality advice and information.
- An effective and efficient service.
- That your application will be treated fairly.
- That your information will only be seen by those who need to know.
- That you will be told about any problems with your application form.

What we can expect from you

- Full, honest and up-to-date information on your application.
- Relevant proofs and any extra information we need.
- Your application to be up-to-date at all times.

How will my application be assessed?

All applications are considered in the same way. Your application is awarded points and a category in line with your housing need and based on the information in your application form. More information about the points system is given on page 7.

We have allocation policies that set out how properties are offered on the basis of the different circumstances of applicants to make sure all applicants are treated fairly. Although there is only one application form and one assessment, each landlord has their own allocation policy. Only Fife Council and Fife Special Housing Association share an allocation policy.

You can get more detailed information about allocation policies by contacting us directly.

How will I know that my application has been assessed?

When we receive your application you will be advised of your application number.

We aim to process all applications within 28 days. Once we have assessed your application we will send you a letter to confirm that you have been placed on the housing register and with information about your application.

If you don't give us all of the information we need, it will take us longer and your application may not be assessed properly.

If you think that your application has not been assessed properly, let us know as soon as possible and we will check this for you.

How long will I have to wait to get a property?

The length of time you wait for an offer of housing may depend on a number of things:

- The number of points you have.
- How your application is categorised.
- Which areas and type of home you ask for.
- How many homes become available.
- The availability of the size and type of home you need.

We cannot give you a time you will wait for an offer. Your position on the list will change as people are housed and new people apply, so this makes it difficult to let you know when you will be housed.

The best advice is to keep your application up to date and respond to any letter that we send you.

How will I know when there is a property available?

When a property is available, we will contact you, usually by letter, giving you information about the property and where it is.

What you can expect from us

- That we will treat all applications fairly and equally.
- To contact you if there is a problem with your application.
- That we will process your application as quickly as possible.
- That anything we send you will be clear and understandable.

What we can expect from you

- That you give us all the information we need to give your application the right number of points.
- That you reply to anything that we send you.

Scheme of Application Assessment

All of the Fife Housing Register partners have agreed the 'Scheme of Application Assessment' as a way of assessing, organising and ordering applications. The Scheme brings together the best parts of policy and practice within each of the partner organisations to make it simpler for applicants to understand and staff to work with.

Through the Scheme, Fife Housing Register partners are committed to:

- Open and simpler access to housing for those who need to live in Fife
- The principles of equal opportunities
- Transparency and accountability in all aspects of the process
- The best use of housing to meet local needs and priorities
- Best value and making the best use of resources

The Scheme has been set out to make sure:

- Fife Housing Register partners keep within the law
- Fife Housing Register partners follow best practice
- Applicants can choose who they want to be housed by
- Applicants can have their housing needs considered thoroughly and preferences recorded
- The assessment process is comprehensive and fair
- The assessment of housing needs is linked to an assessment of other needs
- Partners can meet individual applicants' priorities

The Scheme considers applicants who are:

- homeless or at risk of becoming homeless
- living in unfit housing
- living in insecure housing
- living in overcrowded conditions
- victims of violence or harassment
- having difficulties with their present home due to illness or disability
- needing to move for social or employment reasons
- in homes that are too big for them
- needing to move from other parts of the country as part of the MoveUK system

Points are awarded in line with the assessed needs of the applicant.

Information about applicants is stored in a single database and organised into categories of:

- Urgent Housing Needs
- Poor Housing Circumstances
- Lack of Security
- Management Needs
- Social and Medical Needs

Housing Associations

Housing Associations are independent, voluntary housing organisations who can access public and private funds to build and maintain affordable housing. Information about the partner organisations is covered on this page but the next page gives more information, including details of different types of housing.

Some housing associations offer Market Rented Properties. These are rented at higher levels than normal housing association properties and you would normally have to meet a minimum income level to qualify for this type of housing.

Fife Council and the Housing Associations

Although the Fife Housing Register (FHR) gives access to Council and Fife based housing associations homes, there are still a number of housing providers that are not partners in FHR. The Council has nomination arrangements with most of the housing associations. In time it is hoped that all Council and housing association homes should be available through Fife Housing Register.

Fife Council

Fife Council manages about 33,000 properties with housing services delivered through Local Services and Home4Good Centres. We make around 3,500 housing allocations a year and have the statutory responsibility for assessing homelessness. New tenants generally receive a Scottish Secure Tenancy and have the right to buy.

Fife Special Housing Association

Fife Special is a registered housing association with charitable status and manages about 2,300 rented properties in Fife. Our mission is to help deliver the Fife Partnership Community Plan and contribute towards creating sustainable communities through the provision of high quality affordable housing across Fife.

Glen Housing Association

Glen is a registered social landlord providing homes for rent in the North Glenrothes and Levenmouth areas. Formed due to the merger of Collydean Community HA and Glenfield HA in 1998, we manage about 350 properties including some with wheelchair access. As a charitable organisation, Glen does not offer the Right to Buy to tenants.

Kingdom Housing Association

Kingdom have been developing and managing properties since 1986 and have rented accommodation in most parts of Fife. We currently manage approximately 2,200 rented properties in Fife. Our tenants are given a Scottish Secure Tenancy but, due to our charitable status, new tenants do not have the Right To Buy under current legislation.

Ore Valley Housing Association

Ore Valley is a registered housing association with charitable status. We aim to provide quality affordable housing and associated services. Based in Cardenden, we manage about 450 properties in the Cardenden and Bowhill area, mainly for general needs. We have a low turnover of stock with high demand for all types of housing.

Mutual Exchanges

You may be able to swap homes with another tenant. If you are interested you should ensure that you tick the box on the application form. All mutual exchanges need your landlord's permission.

Your Rights

If you are a tenant, and you move home, your tenancy rights may be affected. Changes in the law over the years mean that (depending on when you took up your tenancy) your rights may change. This will not affect the type of tenancy, but it may affect you in other ways (for example the right to buy your home). The following provides some general guidance but if you need further information then please speak to an adviser.

You should be aware of:

- The type of tenancy you are being offered. This may be a Scottish Secure Tenancy, a Short Scottish Secure Tenancy or other form of occupancy agreement
- Rent levels
- Whether you have the Right to Buy. The general rule is that new tenants of charitable housing associations will not have the Right to Buy. Also, new council tenants in areas that have been declared 'Pressured Areas' will not have the Right to Buy.

If you are being made an offer of housing by any of the FHR partners, you should be made aware of the conditions of your tenancy.

The Pointing Scheme

The Scheme is held on Fife Housing Register and points are given for assessed housing need.

Urgent Housing Needs Points

Statutory Homelessness	100
Severe Harassment	100
Closure Order/ Closure for re-development	100

Poor Housing Circumstances Points

Lacking Amenities	12
Unsafe Water Supply/ Inadequate Drainage/ Rising & Penetrating Damp	12
Lacking Central Heating	5
Overcrowding (per room short)	25
Severe Overcrowding (2+ overcrowding factors)	10 extra
Under-occupation	5
Sharing Facilities	6
Childrens Social Needs	10/20

Management Needs Points

Awarded by Housing Managers for best use of stock	120
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Social and Medical Needs Points

Illness and Disability	20/40/60
Sheltered Housing	15/30/50
Special Needs Accommodation	20/60
Harassment	10/30
Independent Living	60
Social/Personal Needs	10/25/40
Care Arrangements:	
Respite Care	10
Access to Children	20
Foster Care	20
Childrens Educational Needs	5/20

Lack of Security Points

Tenancy	
Time Limited Tenancy (no NTQ)	5
Notice to Quit:	
Tied Accommodation	75
Short Assured Accommodation	75
HM Forces Accommodation	75
Tenants without a Lease	25
Owner Occupation	
Process of Re-possession/ Advised to Sell	25
Non Householder (single people or families living care of)	
Not sharing a bedroom	25
Sharing a bedroom with a sibling	25
Sharing a bedroom with someone other than a sibling	25
No bedroom	25
No fixed abode	25
Families with children overcrowded	25 extra

Housing Stock in Fife at a glance

Housing Provider	A	B	C	D	E	F	Location of Houses
Ark H.A.				✓			Glenrothes, Dunfermline
Barony H.A.				✓			Glenrothes, Dunfermline
Bield H.A.	✓					✓	Glenrothes, Buckhaven, Leven, Kennoway, Crail, St Andrews, St Monans, Dunfermline, Ballingry
Cairn H.A.	✓			✓			Kirkcaldy, Glenrothes, Rosyth, Kelty, Burntisland
Dunedin Canmore H.A.			✓	✓	✓	✓	Dunfermline, Kelty
Fife Council	✓	✓	✓	✓			Fife Wide
Fife Special H.A.		✓		✓		✓	Fife Wide
Glen H.A.			✓	✓			Glenrothes, Leven, Methil
Hanover (Scotland) H.A.	✓						Dunfermline, Inverkeithing, Kincardine, Crail
Hillcrest H.A.			✓	✓			Glenrothes, Lochgelly, Cupar
HOME in Scotland				✓			Rosyth
Horizon H.A.			✓	✓		✓	Dunfermline, Cowdenbeath, Kelty, Kincardine, Auchtermuchty
Isaac Mackie H.A.	✓						Elle
Kingdom H.A.	✓	✓	✓	✓		✓	Fife Wide
Link H.A.				✓		✓	Dunfermline, Kirkcaldy, Glenrothes, Methil, Ballingry
Margaret Blackwood H.A.			✓			✓	Rosyth, Kirkcaldy, Glenrothes, Kingseat, Methil, Buckhaven
Ochil View H.A.			✓	✓		✓	Oakley, Blairhall, High Valleyfield, Newmills
Ore Valley H.A.			✓	✓			Cardenden, Ballingry, Lochgelly, Lumphinnans, Dunfermline, Rosyth
Servite H.A.	✓		✓	✓		✓	Leuchars, Ladybank, Newport-on-Tay, Tayport, Anstruther, Galdry, Newburgh
Trust H.A.	✓						Dunfermline, Burntisland, Kinghorn, Markinch, Dalgety Bay
Viewpoint H.A.	✓			✓			Kirkcaldy, St Andrews, Buckhaven, Leven, Dysart

Type of Housing

- A = Sheltered/Very Sheltered
- B = Learning Difficulties
- C = Physically Disabled

- D = General Needs
- E = Market Rent
- F = Low-cost Home Ownership/Shared Ownership

Lettings Areas

To help you decide where you want to live, we have produced Letting Guides. Listed below are all the Guides available. These are available at all partner offices or on-line at www.fifedirect.org.uk.

Lettings Guides	Other Areas on Guide	Lettings Guides	Other Areas on Guide
Central Kirkcaldy	Auchtertool	Auchtermuchty	Collessie, Dunshalt Falkland, Freuchie Gateside Newton of Falkland Strathmiglo
Burntisland		Ladybank	Kettlehills Kingskettle Pitlessie
Kinghorn		Newburgh	Grange of Lindores Letham, Luthrie Rossie
East Kirkcaldy		Tayport	Gauldry Kilmany Newport on Tay Wormit
Thornton			
Dysart			
West Kirkcaldy	Windygates		
Cardenden			
Kinglassie			
Leven			
Kennoway			
Methil			
Methilhill			
Buckhaven			
East Wemyss	Coaltown of Wemyss West Wemyss	Kelty	
West Glenrothes		Abbeyview	
East Glenrothes	Coaltown of Balgonie Milton of Balgonie	Dunfermline(North)	Halbeath, Kingseat Wellwood, Townhill
North Glenrothes	Markinch Star of Markinch	Dunfermline(South)	Crossford, Limekilns Charlestown
Leslie		Cowdenbeath	Crossgates Hill of Beath
Leuchars	Balmullo Guardbridge St Michaels Strathkinness	Lochgelly	Lumphinans
	Boarhills, Dunino	Inverkeithing	Dalgety Bay Hillend, Aberdour North Queensferry
St Andrews	Kingsbarns	Rosyth	
Cupar	Dairsie, Kemback Foodieash Pitscottie	Crosshill	Glencraig
	Cupar Muir	Lochore	
Springfield	Craigrothie, Ceres Crail	Ballingry	
Anstruther	Upper Largo Largoward Lundin Links New Gilston Ovenstone	High Valleyfield	
Lower Largo	Arncroach Abercrombie Colinsburgh Elie & Earlsferry Kilconquhar	Kincardine	Culross, Newmills Torryburn, Cairneyhill Blairhall, Carnock Saline
		Oakley	
Pittenweem			
St Monans			

All of the areas noted above would be an area of choice on your application.

For example List the three areas you would like to live in

1. East Wemyss
2. Coaltown of Wemyss
3. West Wemyss

Private Renting in Fife

Most privately rented homes are furnished. Cheaper, unfurnished homes are sometimes available, but you would have to provide your own carpets, curtains and furniture. If you receive Income Support, the Benefits Agency may give you a loan for you to buy these items. You can get more information about loans and the help you could get by contacting your local Benefits Agency office.

Rent is usually due every month for the month ahead, and you normally need to pay a deposit (for example, one month's rent). You may be able to get help with a deposit by contacting

Fife Key Fund. This organisation helps homeless people by providing a deposit or guarantee to landlords.

Fife Key Fund	
East Fife	01334 413215
Central Fife	01592 201849
West Fife	01383 314391

Housing Benefit

You may be able to get help with your rent. You can check with Fife Council's Housing Benefit Section to see if you can get Housing Benefit. There is no automatic entitlement and restrictions apply, particularly for people under 25 years of age. As the level of award may not cover the rent in full, you should contact the Housing Benefit Section before you accept any private tenancy.

Application forms are available at Council offices and Housing Association offices. You can get more advice from Rothesay House, Glenrothes.

Tenancy Agreement

If you can rent privately, make sure you receive something in writing about the conditions of the tenancy (for example how long the tenancy will be for, how much the rent is and when it is due and any restrictions on occupation and on the use of the property).

You can get advice on leases from the Advice Agencies listed in this Guide, although for legal advice you should speak to a solicitor.

How to find Private Rentals

Remember that any reference you can give to a landlord (for example a letter from your employer or a previous landlord stating that you were a good tenant) may help.

Newspapers: Landlords sometimes advertise through newspapers. This could be: The Fife Free Press, Glenrothes Gazette, Central Fife

Times, Fife Leader, Fife Herald, St Andrews Citizen, East Fife Mail, Dunfermline Press, and Dundee Courier & Advertiser. You could also place your own advert under 'Accommodation

Wanted'.

Local Advertising: Many shops, supermarkets and post offices have 'small ads' on display. It is often the case that rented property, such as farm cottages and holiday lets are not advertised, so you will have to ask around.

Accommodation Agencies/Estate Agents: It may be worth trying accommodation agencies and estate agents, who by law cannot charge you for putting your name on their lists. Student accommodation services may also be able to help.

Online: Information about landlords that are accredited by Fife Council is available on Fife Direct. This gives a list of chartered landlords and more information and advice about renting privately.

Open Market

The range of homes for sale on the open market varies between areas, and availability depends on where you are hoping to live and how much you can afford to pay. A good starting point is to contact local solicitors and estate agents.

You should ask a bank, building society or independent financial adviser about a loan (mortgage). Usually you have to pay part of the cost of the home and you also need to pay solicitors' and surveyors' fees, stamp duty and other charges. These hidden costs of buying a home will cost you several hundred pounds. Mortgage lenders usually have leaflets explaining the steps you need to take to buy a home.

Low Cost Home Ownership

The council is committed to increasing opportunities for people to buy homes at lower than normal market costs. They have a programme which makes low cost housing available for sale to tenants, those on the housing register and first time buyers. The properties are sold at fixed prices sometimes below the market value. This is possible because Communities Scotland can offer grants to developers to provide the properties. Applicants still have to get a mortgage. However, it is usually cheaper than buying a similar home on the open market. You can get further information by contacting Communities Scotland or the relevant housing associations.

Shared Ownership

Some Housing Associations now offer a shared ownership option for tenants. With shared ownership you buy a minimum 25% of the property and pay rent for the part you don't own. This generally works out more expensive than renting, but cheaper than buying.

Your share can be increased in 25% 'tranches' (shares) at any time until you own the property, although you don't have to do this. Even though you may only own 25% of the

property you are fully responsible for maintaining and repairing it. You can get more details from Communities Scotland or the relevant Housing Associations.

Self Build

You can find suitable sites on which to build your own home by contacting solicitors, estate agents and by checking local advertising. Before you buy a site, check whether it has, at the very least, outline planning permission and is connected to services. Contact the Planning Service for advice on the planning system and the building process.

Get good legal advice from a qualified solicitor at an early stage and, where appropriate, involve an experienced architect and recommended building contractor.

If you are interested in promoting or taking part in a community self-build scheme, or self-build for Shared Ownership or Rent, contact Community Self Build Scotland using the details below.

Rural Home Ownership Grants (RHOG's)

If you live in a rural area, these grants are available to people on low incomes who otherwise may not be able to buy on the open market. The grant you can get is based on your income. You can use it to either buy a site to build your own home or to buy and improve a home. If you want more information please contact Communities Scotland.

Shared Equity

Shared equity is a new scheme aimed at helping people on low incomes who want to own their own homes but who cannot afford to pay the full price. It is run by Communities Scotland, and offers people a majority share in a property that they will own. Typically, this share will be between 60 and 80 per cent at the start with the remainder held by a local housing association. Most Shared Equity owners will have the option later to increase their stake and own their home outright.

Communities Scotland
Rosebery House
Haymarket Terrace
Edinburgh
0131 313 3700
www.communitiesscotland.org.uk

Community Self Build Scotland
19 Blairtumnock Road
Glasgow,
G33 4AN
0141 766 1999
www.selfbuild-scotland.org.uk

Staying Where You Are

Grant Schemes

The Council runs a number of grant schemes to help homeowners or people in privately rented housing to meet the costs of having their homes repaired or improved. The amount available is strictly limited and restrictions apply.

For more information on grants, please contact Fife Council:

New City House, Edgar Street
Dunfermline,
01383 609436

Equipment and Adaptations

Fife Council will assess the housing needs of people with disabilities to see if they can provide help to meet their assessed needs. For more information, contact your nearest Social Work office.

Castlehill Cupar	01334 412121
New City House Dunfermline	01383 312100
East Fergus Place Kirkcaldy	01592 412424

Care and Repair

Kingdom Housing Association manages the Care and Repair Project on behalf of Fife Council and Communities Scotland. It provides help to elderly or disabled homeowners and tenants of private landlords to enable them to continue living in their own home. You can get more information by contacting the Care and Repair office on 01592 631661.

Useful Contacts

Fife Council Local Services Centres

Listed below are the details of the main council Local Services Centres. There may also be smaller and part time offices in your area. Please contact your nearest centre for information or phone 08451 550033

Abbeyview, Abbeyview	Inverkeithing, Civic Centre, Queen Street
Benarty, 6 Benarty Square, Ballingry	Kelty, Sanjana Court
Buckhaven, Municipal Buildings, 1 College Street	Kirkcaldy Central, Town House, 2 Wemyssfield
Cardenden, Station Road	Kirkcaldy East, 2 Park Road
Cowdenbeath, Town House, 123 High Street	Kirkcaldy West, Beauly Place
Cupar, County Buildings, St. Catherine Street	Leven, Carberry House, Scoonie Road
Dunfermline, Walmer Drive	Lochgelly, Town House, High Street
East Neuk, 1/2 Ladywalk, Anstruther	Methil, Municipal Buildings, Wellesley Road
Glenrothes East, Albany House, Albany Gate	St Andrews, St. Mary's Place
Glenrothes North, Units 2/3, Cadham Shopping Centre	West Fife Villages, 4 Station Road, Oakley
Glenrothes West, Roxburgh Road	
Howe of Fife, Institute, 90-92 High Street, Newburgh	

Housing Association Offices

Listed below are the contact details for the Housing Associations that operate in Fife. Those in bold have offices in Fife and are part of the FHR.

Ark Housing Association Ltd The Priory Canaan Lane Edinburgh EH10 4SG	0131 447 9027	Horizon Housing Association Fairbairn Place Kirkton North Livingston EH54 6TN	01506 424140
Barony Housing Association Ltd 8 Balcarres Street Edinburgh EH10 5JB	0131 447 3587	Isaac Mackie Housing Association c/o Viewpoint 4 South Oswald Road Edinburgh EH9 2HG	0131 668 4247
Bield Housing Association Ltd 79 Hopetoun Street Edinburgh EH7 4QF	0131 273 4000	Kingdom Housing Association Ltd Saltire Centre Pentland Court Glenrothes KY6 2DA	01592 630922
Cairn Housing Association Ltd 22 York Place Edinburgh EH1 3EP	0131 556 4415	Link Housing Association Ltd 45 Albany Street Edinburgh EH1 3QY	0131 557 0350
Dunedin Canmore Housing Association Ltd 8 New Mart Road Edinburgh EH14 1RL	0131 478 8888	Margaret Blackwood Housing Association Ltd Craigievar House 77 Craigmount Brae Edinburgh EH12 8YL	0131 317 7227
Fife Special Housing Association Ltd 7 Pitreavie Court Dunfermline KY11 8UU	01383 606162	Ochil View Housing Association Ltd Ochil House Marshall Alloa FK10 0BW	01259 722899
Glen Housing Association Ltd 28 Heimdal Gardens Glenrothes KY7 6TZ	01592 621188	Ore Valley Housing Association Ltd 114-116 Station Road Cardenden KY5 0BW	01592 721917
Hanover (Scotland) Housing Association Ltd 95 McDonald Road Edinburgh EH7 4NS	0131 557 0598	Servite Housing Association 118 Strathearn Road Dundee DD5 1JW	01382 480915
Hillcrest Housing Association Ltd 4 South Ward Road Dundee DD1 1PN	01382 224083	Trust Housing Association Ltd 3 Forres Street Edinburgh EH3 6BJ	0131 225 7246
HOME in Scotland Ltd Unit 3 Q Court Quality St Davidson Mains Edinburgh EH4 5BP	0131 336 5876	Viewpoint Housing Association 4 South Oswald Road Edinburgh EH9 2HG	0131 668 4247

Other Sources of Housing Advice

Fife Council Housing Service:		Shelter 24 Hour Helpline	
Homelessness		Freephone	0800 800 4444
West Fife	01383 313691		
Central & East Fife	01592 418384	Womens Aid:	
24 hour advice line	0800 028 6231	Dunfermline	01383 732289
Out of Hours		Kirkcaldy	01592 261008
Emergency Homeless	01592 412895	St Andrews	01334 477747
Home4Good Centres		Citizens Advice and Rights Fife:	
Cupar	01334 413881	Cowdenbeath	01383 314510
Leven	01333 592744	Cupar	01334 412485
Dunfermline	01383 314080	Dunfermline	01383 312255
Emergency Social Work	01592 414000	Glenrothes	01592 415050
		Kirkcaldy	01592 412230
		Methil	01333 592600
For independent advice:		Trading Standards, Money Advice:	
Domestic Violence Unit	01592 418460		
(text phone)	01592 418492		
James Bank Centre	01383 741220		01592 416048
Open Door Fife	01383 312960		01592 416395
Cornerstone Project	01333 592640		01592 416827
Melanie House	01333 351943		
Rough Sleepers		FRAE Fife (For members of Black & Minority Ethnic Communities)	
Outreach Workers	01592 414249 or 07939 169583		01592 204005

Complaints Procedure

Applications

Any enquiries about your application should be addressed to your local point of contact. Where possible we will try to respond to questions informally. However if you want to raise a complaint this should be addressed to the FHR Management Group.

Offers of Housing

Offers of housing are made by the participating organisations and not by Fife Housing Register. If you have any questions about an offer of housing, you should speak to the office that has contacted you. The contact telephone number and address will be on the letter that has been sent to you.

General Complaints

If you are unhappy about how you have been treated by any of the FHR Partner Organisations, all of the Fife Housing Register partners have a Complaints Procedure and will be able to give you more information if you need it.

