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A company with a passion for communities

# Medical Rehousing



**Information for tenants**

## Other

If you would like this document in another format or language, please tick as required and return to East North East Homes Leeds, Freeport

RRJX-YRTK-TACE, Leeds, LS7 3YY.

Your name:

Your address:

Telephone

### Formats



CD print



Large



Braille



Text



أود أن يكون هذا المستند باللغة العربية.

ARABIC

لطفاً ائین متن را به زبان فارسی در اختیار من قرار دهید.

FARSI

ئهم وەرێقهیهیم به کوردی دهوێت

KURDISH

Chciał(a)bym ci przeczytać ten dokument w języku polskim.

POLISH

ئهم ئه‌وه‌یه‌که‌مان به‌تۆن گایێ

TIGRINI

ئهم ئه‌وه‌یه‌که‌مان به‌تۆن گایێ

URDU

Another language (write in the box)

For more information call us on 0800 915 1600.

# Medical Rehousing Team

Is your home unsuitable because of your health problems? If so, this guide explains how the medical rehousing team can help you.

## How can they help you?

If you have a medical condition, disability or getting older, your housing needs could be changing.

The Medical Rehousing Team is here to help.

- The Medical Rehousing Team carries out a comprehensive assessment for any customer requesting re-housing due to medical problems.
- We also provide advocacy and advice.
- Making customers aware of voluntary and statutory services in their area.
- Assessments for sheltered housing for customers in need of a warden service.
- Supported Housing.
- Arranging Care Ring Leeds 24-hour Alarm Call service.
- Arranging for minor aids and adaptations to your home.
- Offering support to vulnerable customers with Choice Based Lettings.
- Assessments for additional heating on health grounds for Leeds City Council Tenants ONLY

## Medical Criteria

The Medical Rehousing Team operate a Medical priority scheme to help customers access suitable housing to meet their needs.

Please note:

- A Doctors letter is **NOT** required.
- The fact that a person has a medical condition does not in its self give priority for re-housing.
- We assess the unsuitability of the dwelling and not the severity of health problems (If your present home meets your needs you will not be awarded Medical Priority).

Medical Priority will only be awarded if the following criteria are met:

- The household contains a person with chronic or degenerative illness, physical disability or established mental health problem.
- There is a definite established connection between the applicants medical condition and their current dwelling in terms of its effect on their well being, lifestyle and management of daily living activities.
- Re-housing will significantly alleviate or resolve the problems caused by the applicants identified medical condition, disability or established mental health problem.

### **How do you apply for medical priority?**

If you decide to move on health grounds you must first be registered on the Leeds Homes Register. You can register at your Local Neighbourhood Housing Office or One Stop Centre. Customer Services Officers will be happy to discuss with you any difficulties you are experiencing in your home and if appropriate, they will issue a Medical Form (HO30) for you to complete and return in the envelope provided.

What happens next?

- The completed Medical form is sent to the Medical Rehousing Team Team.
- A Medical Visitor will then contact you by letter or telephone to arrange a visit.
- The Medical Visitor will be happy for you to have a relative or support worker present at the interview.
- The Medical Visitor will discuss your medical condition, medication taken, housing circumstances and how this impacts on your activities of daily living.
- A written report will be prepared after all issues are discussed.
- The outcome of your home visit will be in the form of a written report and then will be considered by the Senior Officer or Doctor attached to the Medical Rehousing Team.

### **The decision process**

- Once a decision is made all customers will be informed in writing within two weeks.

The Housing Department has 2 levels of Medical Priority.

- P Medical Needs
- PX Urgent Medical Needs.
- No Medical priority awarded: It could be that your reasons for moving do not fall within the Medical criteria for re-housing.

For example:

- Homelessness, overcrowding, noisy neighbours, harassment, vandalism, damp and disrepair of your home.

## **Unhappy with the decision?**

If a customer feels the decision is incorrect, they have the right to appeal. The customer should submit their request in writing to the Medical Rehousing Team within 21 days of the date of the decision letter.



## Are we getting it right?

We're always trying to improve the quality of our information.

You can help us by filling in this form and:

- ✓ hand it in at any East North East Homes Leeds Housing Office
- ✓ send it to us at East North East Homes Leeds  
FREEPOST RRJX-YR TK-TACE Leeds LS7 3YY

Thank you for your help

What do you think about this booklet overall?

Please tick whichever applies.

Good  Average  Poor

What part(s) of it should we improve?

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Did you understand the information?

Yes  No

If not, please say what you didn't understand

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Do you think the layout is

Good  Average  Poor

How could we improve it?

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Your name \_\_\_\_\_

Your address \_\_\_\_\_

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Your phone no. \_\_\_\_\_

7 Email address \_\_\_\_\_



## Medical Rehousing

Designed by Communications and Information Team

December 2007

Updated May 2008

Updated May 2009

Updated August 2009