

Name: .....

## Please read these notes before completing this form.

- 1) We will assess if medical points should be awarded based on whether or not rehousing can significantly alleviate the medical condition(s) stated in this form.
- 2) Only one member of a household will be awarded medical points.
- 3) Points are awarded as follows:

Category A: Urgent medical priority	20 points
Category B: Serious medical priority	10 points
Category C: Significant medical priority	5 points
Category D: Medical priority refused	0 points
- 4) Please complete the medical form as thoroughly as possible so that a full assessment can be made. Include any supporting evidence you may have e.g. a letter from your GP, Support Worker or Social Worker etc.
- 5) Ensure that you give your telephone number so that we can contact you for further information if we have to.
- 6) Please give the full name and address of your doctor as we may wish to contact him/her.
- 7) If you are taking medication, please include the name of the medicine, the dose and the frequency you have to take it.
- 8) We will contact you after your application has been assessed. We will tell you if you have been awarded any medical points. This will be approximately 3 weeks after you have returned your medical assessment form to us.

Clydebank Housing Association Ltd

77-83 Kilbowie Road

Clydebank

G81 1BL

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## Section 1: Information About the Person with the Medical Condition

Name	
Gender	Male <input type="checkbox"/> Female <input type="checkbox"/> <i>(Please select)</i>
Address	
Contact Telephone No.	
Date of Birth	
Relationship to Main Applicant	

## Section 2: Medical Details

1. What is your medical condition?
2. Please describe how your present house is unsuitable for your medical condition.
3. Is your medical condition temporary or permanent? Please give details:
4. Are you currently taking any medication? If yes, please give details:

5. Do you have any difficulty with walking?

Yes  No

If yes, do you use any of the following aids (please tick appropriate box):

Walking Stick  Crutches  Zimmer Frame  Wheelchair

6. Does your current home have any special equipment, aids or adaptations? For example, handrails, bath aids, level access shower or similar.

Yes  No

If yes, please give details:

7. Are you currently waiting on any special equipment being fitted?

Yes  No

If yes, please give details:

8. Can you manage stairs?

Yes  No

If yes, how many can you manage comfortably? 1-6  7-20  Any

9. Does the heating in your current property affect your health?

Yes  No

If yes, please give details:

10. Does your condition mean that you need an extra bedroom?

Yes  No

If yes, please give details:

### Section 3: Your Present Accommodation

1. How many bedrooms are there in your current accommodation?

2. What type of house do you live in (e.g. flat, semi, multi storey etc.)?

3. Do you have gas or electric heating?

4. Do you have a bathroom on the same level as your living area?

Yes  No

5. Does your house have internal stairs?

Yes  No

6. Are there any outside stairs or steps to your house?

Yes  No

If yes, please tell us how many stairs there are: 1-6  7-20

7. Do you have a garden?

Yes  No

8. Please describe the location of your house (e.g. in a hilly area, level site etc.)?

9. What floor level is your home on (e.g. 1st floor, 2nd floor, ground floor etc.)?

**Section 4: Other Information**

1. What is the name and address of your family Doctor (GP)?	
Doctor (GP)	
Address	
Contact Telephone No.	

2. Is there anyone who is providing you with regular care and support?	
Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, please give details:	
Name	
Address	
Contact Number	
Please detail the support this person provides you with	

Name	
Address	
Contact Number	
Please detail the support this person provides you with	

3. Do you have an Occupational Therapist, Social Worker or Specialist?

Yes  No

If yes, please give details:

Name	
Address	
Contact Number	

4. Is there anything else that you would like to add in support of your application?

## Section 5: Data Protection

### Declaration

I certify that the information contained in this medical form is true to the best of my knowledge. I agree to notify you in writing of any change to the information given by me, as this may affect my position on the waiting list.

I understand that any false or misleading information given or relevant information withheld now or at any time may result in any tenancy granted being terminated or my application being suspended.

I understand that Clydebank Housing Association Ltd may make enquiries regarding the information in this form to my Doctor (GP), my hospital Doctor/Consultant, and any other agencies with an interest in my health.

I understand that the information I have provided will be treated as confidential. The information I have provided is covered by up-to-date Data Protection legislation and it will be processed as per the Fair Processing Notice on page 7. Clydebank Housing Association Ltd will not discuss this information with any third party unless I have given written permission to do so.

Signed:	Date:
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## Section 6: Contact Details

Clydebank Housing Association Limited 77-83 Kilbowie Road Clydebank G81 1BL	Tel: 0141 941 1044 Fax: 0141 941 3448 Email: info@clydebank-ha.org.uk Web: clydebank-ha.org.uk
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# Fair Processing Notice: how we use your information

Clydebank Housing Association is known as “Controller” of the personal data provided to us and is required to make sure all personal information is handled and kept carefully in line with General Data Protection Regulations (GDPR).

We may collect the following personal information about you:

- Personal details: name, addresses, date of birth
- Contact details: home phone number, mobile phone number, and email address
- Further details: NI number, gender, ethnicity, disability, medical details, marital status, signature
- Household composition: details of existing accommodation arrangements and family members seeking accommodation with applicant

We need to know your personal data to provide you with the housing services you have engaged with to us to provide, and to communicate effectively with all data subjects as required by the Scottish Housing Regulator.

We will not collect any personal data from you that we do not need.

We need your personal information to allow us to be able to:

- Process and manage housing applications
- Sign up new tenants to suitable properties
- Meet our legal obligations including information we have to provide to regulators and statutory authorities
- Adhere to statutory regulation and providing yearly returns and statistics
- Reply to enquiries and contact all customers when requires
- Issue satisfaction surveys, newsletters and service information

## Sharing your information

All personal data we process is processed by our staff in the UK.

Other than reference requests to your previous landlords with whom we would have to provide the name, address and tenancy dates you included in your application in order for them to provide us with the required information, we will not share your personal information.

We do not give anyone else access to your information in return for payment, for their marketing or commercial purposes.

## Contractors and suppliers

We may share your personal information with our suppliers who provide a service to you, or who provide services on our behalf. The data shared is the specific information the supplier requires to carry out their task, as well as any information that ensure we fulfil our health and safety obligations to the people carrying out the task. We may share this information with the following organisations:

- Printing and mail distribution
- Customer surveys
- Document storage and archive scanning

## Power of Attorney

If you wish anyone to deal with your affairs on your behalf please find specific consent form for this on our website or request this from the office. This allows you to request a named person permission to discuss specific or all of your personal data with the Association as required.

We will not share your personal information with anyone who claims to represent you unless we are satisfied that you have appointed them or they act in some recognised official capacity. There may be a delay to us dealing with requests whilst we confirm the caller’s identity, or check that we have your approval to deal with them.

## Violent or abusive behaviour

If you are violent or abusive to Clydebank Housing Association staff, customers or other residents, we may decide to place a “warning marker” on your customer record in order to protect Clydebank Housing Association colleagues.

If we do this, we will write and tell you why and you will have the right to appeal against our decision as per our Unacceptable Behaviour Policy. We will share this information with our partners, for example our contractors or the Fire & Rescue Service in order to protect their colleagues too.

## How we store your personal information

We are committed to holding your personal information securely. This means only those of our colleagues and contractors that need to see it have access.

Unless you pay our bills using direct debit we will not usually retain your payment details. Whoever pays your bills will have to give us the payment card details each time they make a payment.

If we store your personal information and can do so solely on computers we will, however there will be cases where we have paper

copies instead, or in addition to this. All computers are kept in secure location and are password protected, with unusual and unauthorised access monitored by specialist auditing software and our electronic files kept on shared network accessed by our computers are controlled by strict access permissions so data is only available to those who need to use it. Paper files containing personal or sensitive information will be kept in locked drawers, cabinets or rooms.

Our computer systems are located in our offices in Clydebank but we occasionally may use computers (including laptops and tablets) offsite, however they will at all times remain secure and under our control.

We will keep your personal details for no longer than necessary. Once the information is no longer required for the lawful purpose for which it was obtained it will be destroyed. More information on the document retention schedule adopted by the Association can be found in the Nation Housing Federation’s most recent guide to document retention available online at [www.housing.org.uk/resource-library/browse/document-retention-for-housing-associations](http://www.housing.org.uk/resource-library/browse/document-retention-for-housing-associations).

## Your rights

If at any point you believe the information we hold is incorrect you may request to see it, have it corrected or deleted. You are entitled to request a copy of any personal data we hold of yours.

You have the right to ask us not to process all or part of the personal information we have received, however we may be unable to provide our service to you if we are unable to record and process certain details.

If you wish to complain about how we have handled your data you can contact our Data Protection Officer who will investigate the matter on your behalf. If you are not satisfied with our response you may submit a formal complaint to the Information Commissioners Office.

Our Data Protection officer can be contacted at [dataprotection@clydebank-ha.org.uk](mailto:dataprotection@clydebank-ha.org.uk).

A full Fair Processing Notice including details of how we retrieve, use, share and manage data from all client groups can be found online at <http://clydebank-ha.org.uk/data-protection> or by request from our office.

**FOR OFFICE USE ONLY**

Date Received:		Grade Awarded:	
Processed By:		Letter Issued:	
HAF Number:			

**Housing Recommendation**

<p>Suitable for wheelchair use <input type="checkbox"/></p> <p>No internal stairs <input type="checkbox"/></p> <p>Gas heating only <input type="checkbox"/></p> <p>Extra bedroom <input type="checkbox"/></p> <p>Level access (ground floor) <input type="checkbox"/></p> <p>Ground floor accommodation only (with a maximum of 6 stairs) <input type="checkbox"/></p> <p>Ground floor and above <input type="checkbox"/></p> <p>Flat with lift <input type="checkbox"/></p> <p>Other comments: .....</p>	<p><b>Officer Notes:</b></p>
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**Assessment**

Priority A <input type="checkbox"/>	Urgent - 20 points
Priority B <input type="checkbox"/>	Serious - 10 points
Priority C <input type="checkbox"/>	Significant - 5 points
Priority D <input type="checkbox"/>	Priority Refused

Assessed by:	Date:
Authorised by:	Date: