

Awarded for excellence  
Tenant Participation  
Housing Service  
Housing Repairs  
Council Information Services



# HOUSING & CUSTOMER SERVICES

Your Questions Answered

Allocation Policy

# Applying for a House



West Lothian Council Housing & Customer Services

## Allocations Policy - Applying for a House

### How do I apply?

If you want to apply for a house in West Lothian you will be able to obtain an application form at any local Council Information Service (C.I.S) (Details of offices will be found at the back of this leaflet)

### Can anyone apply?

You can apply for housing in West Lothian if you are 16 years or over. You will be eligible to be allocated a house if you:

- Live in West Lothian
- Are employed in or have evidence of future employment in West Lothian
- Are retired with immediate family ties in West Lothian
- Have special social or medical reasons

### Once I have completed an application what happens next?

When your application is received, it will be checked to ensure it has been completed correctly. This will normally be done by CIS staff.

The form will then be passed to housing staff for pointing and input into our computerised housing list.

Provided that you have supplied all the information requested, you will receive a formal notification of your application's acceptance to the housing list within 5 working days.

This notification will tell you the points you have been awarded. (Further information on the breakdown of points can be found at section C in the 'Applying for a house' booklet).

### Are there any circumstances in which I may qualify for additional housing points?

Applicants may receive additional housing need points if their present circumstances fall into any of the following categories:

- Urgent Social Needs
- Insecurity of Tenure
- Unsuitable Accommodation

Points awarded under any of these categories will normally be referred to as Urgent Social Needs Points.

## Are there any restrictions on what I can apply for?

### Communities

There is no limit to the number of communities you can choose to live in. You can also state your preference for a particular estate. Please remember, the more you limit your choice the longer you are likely to wait for housing.

### Size of House

You can choose a maximum of two house sizes to suit your family circumstances; e.g. a single person or a person applying jointly with someone will be considered for a property that has:

- one bedroom
- two bedrooms
- one or two bedrooms

### House Type and Heating

You can choose from a wide range of property and heating types. It is important to remember that certain property and heating types may not be available in your chosen communities.

## How you can help us and help yourself.

Your application may be delayed or offers withheld if you do not complete your application correctly and withhold relevant information.

### You Should

- complete the application accurately
- provide details of any tenancies either you or any other person on your application currently hold or have held with the Council or any other landlord.

You may be offered a 'probationary' tenancy with a support package if you have conducted your current or previous tenancy in an unsatisfactory manner, or where there are grounds to believe that you are unable to sustain or maintain a satisfactory tenancy. This type of tenancy is called a Short Scottish Service Tenancy and is less secure than a full Scottish Secure Tenancy.

## HOUSING & CUSTOMER SERVICES (01506) 776301

**Armadale** CIS Office  
1/3 East Main Street  
Armadale EH48 2QA  
Email:Armadaleaho@westlothian.gov.uk

**Bathgate** CIS Office  
Lindsay House  
Bathgate EH48 1TS  
Email:Bathgateaho@westlothian.gov.uk

**Blackburn** CIS Office  
The Mill Centre  
Blackburn EH47 7LG  
Email:Blackburnaho@westlothian.gov.uk

**Broxburn** CIS Office  
Strathbrock Partnership Centre  
189a West Main Street  
Broxburn EH52 5LH  
Email:Broxburnaho@westlothian.gov.uk

**Fauldhouse** CIS Office  
10 Main Street  
Fauldhouse EH47 9HX  
Email:Fauldhouseaho@westlothian.gov.uk

**Linlithgow** CIS Office  
County Buildings  
Linlithgow EH49 7EZ  
Email:Linlithgowaho@westlothian.gov.uk

**Livingston** CIS Office  
The Ability Centre  
Carmondean  
Livingston EH54 8PT  
Email:Livingstonaho@westlothian.gov.uk

**West Calder** CIS Office  
24-26 Main Street  
West Calder EH55 8DR  
Email:Westcalderaho@westlothian.gov.uk

**Whitburn** CIS Office  
5 East Main Street  
Whitburn EH47 0RA  
Email:Whitburnaho@westlothian.gov.uk

**West Lothian Connected**  
CIS Office  
Almondvale Centre  
Livingston EH54 6NB

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### Customers with Special Requirements:



West Lothian  
Council

Text phones offer the opportunity for people with a hearing impairment to access the council.

**The Text Phone number is 18001 01506 651115**

A loop system is also available in all offices.

Information is available in Braille, tape, large print and community languages. Please contact the Interpretation and Translation Service on 0131 242 8181.

هذه المعلومات متوفرة بلغة بريل وعلى شريط وخط كبير وبلغات الجالية.  
الرجاء الإتصال بخدمة الترجمة على الهاتف 0131 242 8181

এই তথ্য আপনাকে ব্রেল, টেপ, বড় অক্ষরে এবং কমিউনিটির বিভিন্ন ভাষায় পাঠানো যেতে পারে। অনুগ্রহ করে ইন্টারপ্রিটেশন অ্যান্ড ট্রান্সলেশন সার্ভিসের সঙ্গে যোগাযোগ করুন। টেলি: 0131 242 8181

這份資料是可以凸字、錄音帶、大字印刷及社區語言的式本提供。請聯絡傳譯及翻譯服務部。電話：0131 242 8181

ਇਹ ਜਾਣਕਾਰੀ (ਹਿੱਸ) ਬ੍ਰੇਲ ਦੇ ਪੜ੍ਹਨ ਵਾਲੀ ਟਿਪੀ, ਟੇਪ, ਵੱਡੇ ਫਿੰਟ ਅਤੇ ਸਮਾਜ ਦੀਆਂ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ। ਫਿਰ ਵੀ ਜੇਕੋਂ ਫਿਰ ਵੀ ਸਹਾਇਤਾ ਅਤੇ ਸਲਾਹ ਲੈਣ ਲਈ ਇਸ ਨੰਬਰ 'ਤੇ ਸੰਪਰਕ ਕਰੋ 0131 242 8181

یہ معلومات بریل (ہیٹس) کے ساتھ دستی، ٹیپ، بڑے فونٹ اور کمیونٹی کے دیگر زبانوں میں دستیاب ہیں۔  
اگر آپ کو اس بارے میں کوئی سوال ہے تو براہ کرم 0131 242 8181 پر رابطہ کریں۔

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If you have used the Council's complaints procedure and you are still unhappy, you can pass your complaint, within a year, to the Scottish Public Services Ombudsman, 23 Walker Street, Edinburgh, EH3 7HX Tel: 0870 011 5378 Email: enquiries@scottishombudsman.org.uk

[www.westlothian.gov.uk/housing](http://www.westlothian.gov.uk/housing)