



Housing Info



your guide to dundee

IT IS IMPORTANT THAT YOU READ THIS GUIDE BEFORE COMPLETING YOUR APPLICATION FORM

BLACKNESS

Balgay Rd
Benwie Rd
Blackness Rd/St
Brook Court
Cleghorn St
Edward St/Brook St
Forest Park Rd/Pl
Larch St
Milnbank Rd
Roseberry St
Rosefield St

BROUGHTY FERRY

Bellrock Sq
Castle St
Church St
David St
East Links Pl
Fisher St
King St
Lawrence St
Queen St
Spence Gdns/Pl

CENTRAL

Bonnybank Rd
Callender Gdns
Candle Lane
Castle St
Commercial St
Constitution Rd/St
Cowgate
Crichton St
Dock St
Dudhope Crescent/Rd
Forebank Rd
Lambs Lane
Martingale Gdns
Mary Slessor Square
Nelson St
North Lindsay St
Seagate
South George St
Union Street
Victoria Rd
Wellington St
Weavers Yard
West Port
William St
Wishart Pl

COLDSIDE

Arklay St
Byron St/Tce
Cardross St/Pl
Cleington Rd
Graham St/Wynd/Tce
Lorimer St
Paterson St
Provost Rd
Rockwell Pl
Strathmartine Rd

EASTERN

Badenoch Place
Britannia Drive
Broughty Ferry Rd
Carolina Court
Kingfisher Place
Red Admiral Court
Rodd Rd
Silverlink Ave
South Baffin St
Thornton Rd

HILLTOWN

Bayne Sq
Bowbridge Pl/Court
Campbells Court
Canning Pl
Hillbank Pl
Hilltown
Hill Sq/St
Kingham Rd
Laing Pl
Lawson Pl
McDonald St
Mains Rd/St
Main St
Mid Rd
North St
Rosebank St
Stirling St
Whistlers Way
William Barclay Sq

LOCHEE

Campbell St
Grays Lane
Gardner St

PERTH ROAD

High St
Rankine St
Sinclair St
Tullideph Pl

PERTH ROAD

Perth Rd
Seafield Rd
Strawberrybank
Taylors Lane

STOBSWELL

Albert St
Arbroath Rd
Arthurstone Tce
Baldovan Tce
Brown Constable St/Pend
Buchanan St
Cardean St
Court Street
Cowan Pl/St
Cunningham St
Dundonald St
Dura St

EDEN ST

Eden St
Eliza St
Lyon St
Melrose Tce
Morgan St
Ogilvie St
Park Ave
Princes St
Robertson St
Victoria St

RENTS - These are approximate and for guidance only. Some properties will have service charges over and above the rent.

Monthly rent as at 1/4/05.
1apt/1 person - Fixed £100
2apt/1 person - £155
2apt/2 persons - £171
3apt/3 persons - £203
3apt/4 persons - £213
4apt/5 persons - £256

Head Office:
4 South Ward Road, Dundee DD1 1PN
Tel: 01382 224083
Fax: 01382 221636
E-mail: reception@hillcrest.org.uk
www.hillcrestha.org.uk

HILLCREST HAS been a major housing provider in Tayside for almost 40 years. We have approximately 4,200 homes throughout the region. We also have accommodation in Fife (approx 300 homes) and Edinburgh (approx 400 homes).

WHAT TYPE OF HOUSING DO YOU HAVE?

We have a mixture of accommodation - flats, houses, amenity housing, a small sheltered housing scheme for the elderly in Broughty Ferry, supported accommodation and wheelchair adapted housing. (If you require adapted housing you should apply direct to your local Council. We work closely with local Councils to allocate this type of housing). We also offer Shared Ownership (part rent/part mortgage) in certain new build schemes.

All our areas for Dundee are listed in this information guide.

Our aim is to provide a variety of housing options at affordable rents to meet the wide ranging needs of our customers.

We have separate housing lists for Dundee, Fife, Angus and are a member of the Common Housing Register in Perth and Edinburgh.

CAN I APPLY?

Anyone in housing need can apply.

Forms are available from our local offices and from our website (www.hillcrestha.org.uk).

Applications are accepted from all persons over 16 years of age, irrespective of race, colour, nationality (citizenship), ethnic or national origin, religion, sex, physical or learning disabilities or marital status.

(A full copy of our Equal Opportunities Policy is available on request).

We can arrange a translator to assist individuals with our policies and forms, and can also explain our allocation system if required. If you require this service please contact our office or the translation service based in the Wellgate Library, Dundee. We can also provide a copy of our application form in large print or Braille text.

HOW DO YOU ASSESS MY FORM?

Applicants can apply from any part of the UK. We assess all housing applications for housing need and operate a points system. As we receive many more applications than we have properties, we cannot guarantee accommodation even if your circumstances are a priority.

A Lettings Record is held in our offices at reception to give an indication of the turnover of Properties.

We reserve the right to consider applications on a discretionary basis where the points system is unable to address the urgency of an application.

HOW LONG WILL IT TAKE TO ASSESS MY FORM?

We aim to ensure that all applications are assessed and responded to in writing within 10 working days. It is important that you provide as much information as possible and answer each question on your form. You may also be requested to provide documentation to support statements you have made.

If you are a current tenant or have held a tenancy in the past, we may ask your landlord for a Tenancy Report. If you have a debt outstanding you must have a repayment plan agreed and in place for at least 3 months prior to the date of your application and regular payments made.

If you are accepted onto our housing list you must remember to renew your application every 6 months by telephone, in person at any of our offices or by e-mail - reception@hillcrestha.org.uk. It is also important to keep us informed of any change in your circumstances as this may affect your points.

WHO DO I CONTACT ABOUT MY APPLICATION?

You can contact our Lettings Team who will be happy to help with any queries you may have and offer advice as necessary.

If you are dissatisfied with the way your application has been dealt with please contact our Lettings Co-ordinator. We also have a formal complaints procedure that you can refer to (available on request).

WHEN WILL I BE OFFERED ACCOMMODATION?

Prior to any offer of accommodation a home visit or office interview will be carried out. This is to check that all your details are correct and find out how we can meet your housing need. Offers of accommodation are dependent on the turnover of properties so an exact timescale is very difficult to predict.

RENT

Average rents are displayed at the back of this Information Guide. Please note these are for guidance only. Rents are due on the first of every month and there are a variety of payment options to choose from to suit you. We request that you advise us of your payment option prior to signing your Tenancy Agreement. If you do have difficulty paying your rent it is important you contact us to discuss the matter immediately.

WHAT CAN I EXPECT FROM HILLCREST?

You can expect good quality affordable housing which is well managed and maintained. We are committed to providing a first class customer service from the moment you contact us.

Any information you provide will be treated in strictest confidence in accordance with the Data Protection Act 1998.

LOCAL HILLCREST OFFICES

DUNDEE: 4 South Ward Road, DD1 1PN

☎ (01382) 224083 • Fax (01382) 221636

Monday - Thursday: 8.45am - 5.15pm Friday: 8.45am - 1pm

ARBROATH: 1 North Grimsby, Arbroath, DD11 1NU

☎ (01241) 434333 • Fax (01241) 877630

Monday - Thursday: 8.45am - 5.15pm Friday: 8.45am - 1pm

GLENROTHES: 9 Brodie Court, Stenton, Glenrothes, KY7 4UD

☎ (01592) 631339 • Fax (01592) 631401

Mondays and Thursdays: 9am - 1pm and 2pm - 5pm

Tuesdays and Wednesdays: 9am - 1pm

CRIEFF: 30 West High Street, Crieff, PH7 3DL

☎ (01764) 655895 • Fax (01764) 656395

Monday to Thursday: 9am - 12noon and 1pm - 3pm

Friday: 9am - 12noon

EDINBURGH: 126 Canongate, Edinburgh, EH8 8DD

☎ (0131) 558 8555 • Fax (0131) 558 9888

Monday to Thursday: 8.45am - 5pm

Friday: 8.45am - 1pm

Website: www.hillcrestha.org.uk • E-mail: reception@hillcrestha.org.uk