



MAP OF FIFE

CUPAR Houston Court	ST ANDREWS John Knox Rd (Planned Development for 2006)
GLENROTHES Brodie Court Kellie Court	NEWBURGH West Shore Rd
LOCHGELLY Burgh Court Knockhill Close	

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 - £100
- 2apt/1 person - £155
- 2apt/2 persons - £171
- 3apt/3 persons - £203
- 3apt/4 persons - £213
- 4apt/5 persons - £256



your guide to fife

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

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 Fife 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 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 the Community Housing Officer 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 Area Housing Manager. 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 your Community Housing Officer 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

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

ARBROATH: 1 North Grimsby, Arbroath, DD11 1NU

☎ (01241) 434333 • Fax (01241) 877630

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

DUNDEE: 4 South Ward Road, DD1 1PN

☎ (01382) 224083 • Fax (01382) 221636

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

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

☎ (01764) 655895 • Fax (01764) 656395

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

Friday: 9am - 3pm

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