



Resident Housing Information



Help on Your
Doorstep

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Contact us

General Enquiries - our main helpline number and email address

Tel: 020 3931 6080

Text: 07800 005426

Email: connect@helponyourdoorstep.com

Website: www.helponyourdoorstep.com/

We are open Mon - Fri, 10am - 4pm (excluding bank holidays)

London Borough of Islington - Key Housing Facts

- There are currently 14, 000 households on Islington's housing register
- Only a small proportion of households on the register are housed each year, last year this was only 7%; meaning only 1, 100 households were housed last year.
- Even households in the greatest need face delays and can wait years to be housed.
- Social Housing stock is scarce, meaning for most Islington Residents who want to move need to consider moving into Private Rented Accommodation or moving out of Islington.

Local Authority Social Housing Applications – Islington Housing Register Eligibility

To be eligible to make an application to join the housing register, applicants must:

- Be resident in the borough on the day of the application and for the last 3 out of five years.
- Not already have a legal right to occupy a suitable property or sufficient income to meet their own housing need.
- Not be subject to immigration control
- Not be engaged in unacceptable behaviour.
- Be able to provide evidence of identity, income, residency and any medical conditions for all individuals included in the application.

Local Authority Social Housing Applications – Islington Housing Register

Islington residents need to meet additional eligibility criteria to join the Housing Register, if accepted points are allocated for:

- Downsizing
- Urgent welfare needs
- Overcrowding
- Severe and life-threatening conditions made worse by your housing situation
- Shared or lack of facilities
- Threat of homelessness
- Waiting time (if already on the list)

Severe and Life-Threatening Conditions – Medical Assessment Form

If you are applying for to the council for housing assistance on medical grounds, you will need to complete a Medical Assessment form which will be assessed by a Housing Medical Officer.

[You can find the Medical Assessment form here.](#)

It is important to understand that the above point allocation categories are defined in law. Where an individual's housing situation and/or health are far from ideal, points will not be awarded unless they meet the legal definition. Applicants with severe or life-threatening conditions will only be awarded points if these conditions mean their property is unsuitable.

An applicant applying for a two-bedroom property would have an average waiting time of over 4 years and based on previous allocations would need an average of 268 points.

Housing Register Useful Links and Contacts

You can find information on eligibility applying at the following links:

[Islington Council - Housing](#)

[Islington Council - How we allocate housing](#)

[You can apply to join the register online here.](#) If you need a paper form, assistance registering or general council housing advice you can call the Islington Housing Aid Team on

You can check if your household meets the [legal definition of overcrowding here.](#)

Occupational Therapy (OT) Assessments

It is possible to request an Occupational Therapist assessment of your home, they can arrange adaptations to make your home more suitable and rehousing medical grounds. If the OT assessment indicates you should be moved, they will complete a medical form to support your housing application and you will receive a maximum of 3 direct housing offers. The OT will accompany you to viewings to ensure they are suitable. You should seek an OT assessment prior to your housing application and/or reapply once you have had the assessment and information from the OT.

A council OT assessment differs from an OT assessment from a hospital which may be carried out upon discharge, as a hospital OT assessment can only make limited recommendations on your housing.

Islington Adult Social Services process OT assessments, there is no need to be concerned about contacting social services. The council's social services departments are responsible for OT assessments and an OT request is separate from any safeguarding or child protection actions.

You can be referred for an OT assessment by:

- Contacting the council's social services departments directly (self-referral)
- Contacting Age UK who can refer for OT assessments (Support adults over 16)
- Contacting your GP and requesting an OT referral.

OT Assessment Useful Links and Contacts

Islington Access Team

Phone: 020 7527 2299

Fax: 020 7527 5114

Email: access.service@islington.gov.uk

Website: [Click here.](#)

Age UK

Phone number: 0207 281 6018

Email: gethelp@ageukislington.org.uk

Website: [Click here.](#)

Scope Guide to OT Assessments

Website: [Click here.](#)



Alternative Options

If you're looking to move, joining the Housing Register is not necessarily going to be your best option.

There are other options which are easier to access:

- Private Rented Accommodation – You can find information on [renting privately here](#). You may be able to apply for help with a deposit and moving costs through the Resident Support Scheme-Discretionary Housing Payment (DHP), you can find [information on RSS here](#).
- Local Housing Allowance (LHA) is the way housing benefit is calculated for people who rent from a private landlord. The figure is used to determine the maximum amount of benefit you can receive.
- Sheltered Housing for Residents 55 and over – You can find [information on Sheltered Housing here](#).
- Home Swapper – National programme for swapping homes with other council tenants, you can [find more information here](#).
- Islington Housing Transfer – Residents with an urgent need to move can apply to their housing association/Islington Council for a transfer, you can [find more information on this here](#).

Complaints and Repairs

If you have a complaint about your housing, you should make a complaint to your landlord at the first opportunity and give them time to respond. Check your tenancy agreement and/or housing providers repair/complaints procedure as this may provide timeframes for a response.

If you have made a complaint and received an unsatisfactory response, check your housing providers complaints policy to see if you can take the complaint to a more senior person. If you have been through all of the stages of your housing providers complaints process contact your Tenancy Management Organisation if you have one or contact your local MP to support your complaint. If this does not resolve the issue you can complain to the Housing Ombudsman. You can find [information on the Housing Ombudsman and complaints process here](#).

Anti-Social Behaviour

Anti-Social Behaviour takes many forms, if there is a threat to life or a crime is in process then call 999 in the first instance, if it's not an emergency but a crime has been committed call 101. If you make contact with the Police retain any crime reference numbers and correspondence.

[You can find information on types of ASB here.](#)

[You can find information on noise related ASB here.](#)

[The quickest way to report ASB to the council is online, you can do this here.](#)

Help on Your Doorstep Support

Help On Your Doorstep has a fixed number of advice appointments available with Citizens Advice Islington and Islington Law Centre, we have no access to properties so cannot provide residents with housing. Support is available at any stage of your housing enquiry, however, for Help On Your Doorstep to make the most of its resources and help those most in need we ask the following:

- That you are realistic about the options available to you
- That you have taken all the steps you can independently to resolve the issue
- That you have followed any previous advice
- That you do not approach us if a suitably qualified independent person i.e. solicitor has already informed you that you do not have grounds to move/progress your complaint etc.

General Tips

- If you are offered temporary or permanent accommodation by the council, accept the offer, you can appeal within 21 days. If you reject the offer the council may no longer have a duty to house you.
- If you are dealing with a repair or ASB issue, keep a log of incidents and copies of all related correspondence for future reference
- Ask for confirmation of any council decision and /or response from your landlord regarding your housing, in writing, this will help if you will need to challenge the decision later.
- Don't delay in addressing any housing issue, the process can be long so the sooner you start the better.
- Use resources and information from independent sources such as Shelter to know your housing rights.
- If it's not going to be possible for you to move, explore your options to make your home more suitable/affordable such as home adaptations, renting a room out, reconfiguring the property to better meet your needs.

Useful Contacts and Resources

Islington Housing Aid Team – Help and advice for clients at risk of homelessness and/or currently homeless.

Phone: 020 7527 2000 / In an emergency, you can visit in person at Islington Customer Centre, 222 Upper Street, London N1 1XR.

Islington Rehousing/Housing Options Team – For council tenants seeking a transfer or move. Phone: 020 7527 4140 or email: rehousing@islington.gov.uk

Shelter – Free impartial housing advice on housing law across all areas. Wealth of information on all housing matters [available online here](#).

Service and contact as follows:

- **Advice and Guidance** - call 0344 515 1540 between the hours of 9:30am – 6:00pm, Monday to Friday.
- **Legal Aid Legal Services** – For clients who require assistance with a legal matter within the next seven days – including a court hearing – or need an appointment with Shelter’s Legal team, call 0344 515 1540 between the hours of 9:30am – 6:00pm, Monday to Friday.
- **The London Youth Gateway Service** – Clients 16 – 25 who are homeless or at risk of becoming homeless. Offers advice, support and guidance with any housing, welfare benefit, or debt issue through our telephone advice line, and in person. Call 0330 0536091, Monday to Friday, 9:30 am – 6 pm
- You can find [information on priority need here](#).
- You can find [information on local connection here](#).

Homeless Link – Website with a search facility that allows you to search for local homelessness services by category (Day Centre, Accommodation, Advise etc.) [click here](#).

Islington Directory Homelessness Services – You can find details of local homelessness services, [click here](#).

Help on Your Doorstep is a company limited by guarantee registered in England and Wales number 06960313 and a registered charity number 1133145.
Our registered office is 13 Elliott's Place, London N1 8HX.