Glebe
Housing Association

Applicant ID:

Sheltered Housing Application Form

Please complete this application form if you wish to be considered for sheltered housing with Glebe Housing Association.

Sheltered Housing Application Form

Please complete the questions below and sign and return the form to us. All questions relate to all those who will live in the Glebe HA property should you move.
For assistance please contact us on 020 8777 1122 or by email: lettingsandsales@glebeha.org.uk

Date Form Received
☐☐ / ☐☐ / ☐☐

Applicant ID No
☐☐☐☐

	Applicant 1	Applicant 2
Name(s)		
Date of Birth		
Email		
Tel No		
Address		

Reason for Moving and Description of Housing you are Seeking

Please describe why you wish to move to sheltered housing for older people?

Do you have any specific requirements or preferences with regard to the property you would like to move to?

Please note, we may not be able to meet these preferences.

Do you intend use the bungalow as your primary residence? Yes ☐ No ☐ Not Sure ☐

Have you registered with the LB Bromley for housing? Yes ☐ No ☐

If not, please tell us why? (This does not apply to homeowners or those living outside LB Bromley)

Current and Previous Housing

Do you own or rent your home? Homeowner ☐ Rent ☐

If neither, please describe where you live

Please describe where you live - house/flat, size, condition, suitability to your needs etc.

Has your landlord served you with notice or are you otherwise at risk of losing your current home? If yes, please provide details Yes ☐ No ☐

How long have you lived at your present address?

Have you lived anywhere else in the last 5 years? Yes ☐ No ☐

If yes, please provide address(s)

Do you live now/previously, in a council/housing association property? If yes, please provide the following information. Yes ☐ No ☐

Name of Organisation

Address of property

When did you live there? From To

Why did you leave?

Income, Means and Readiness to Move

What is your weekly or monthly income?

Source of your income. State Pension ☐ Private Pension ☐ Employment ☐ Other ☐

If you rent, are you claiming housing benefit? Yes ☐ No ☐

Do you need to sell your current home before moving? Yes ☐ No ☐

If yes, what is the estimated value of your home?

Have you immediate plans to sell your home? Yes ☐ No ☐

Please select the earliest (year) you would like to move?

2024 ☐ 2025 ☐ 2026 ☐ 2027 ☐ Later than 2027 ☐

If you would like to move within the next 6 months, please select the relevant timeframe.

Not ready to move ☐ Immediately ☐ 1-3 months ☐ 4-6 months ☐

Your Health, Wellbeing and Ability to Live Independently

Do you have a disability or reduced mobility? If yes, please describe. Yes ☐ No ☐

Do you have any physical, mental health conditions for which, you are receiving treatment? If yes, please describe. Yes ☐ No ☐

Do you receive any homecare, personal care or support to live in your home? If yes, please give details. Yes ☐ No ☐

Do you believe you need help with managing to live in your own home? If yes, please give details. Yes ☐ No ☐

Please arrange for your health professional (G.P. or other) to complete the enclosed medical form if you have answered yes to any of the above. We do not expect that you make a special trip to have this form completed and you can forward it later)

Family or Other Support

Does a family member assist you with managing your home, your healthcare or general activities? If yes, please give details. Yes ☐ No ☐

If someone has helped with the completion of this form and you would like us to include them in any future communications about your housing application, please provide details.

Name		Relationship to you	
Email		Tel No	
Address			

Is this person your Attorney (Power of Attorney/Enduring Power of Attorney/Lasting Power of Attorney)? Yes ☐ No ☐

If yes, we will require a copy.

Your connection with Bencurtis Park/West Wickham/Bromley area

What is your connection to the West Wickham area?

☐ I currently live in the area

☐ I have no direct connection with the area

☐ I lived in the area previously.

Please describe when & why you moved and why you wish to return

☐ I have a son/daughter living in the area who will support me to live independently if I move.

Relative's name and contact details

☐ Other connection(s)

Please describe

Additional Information

Is there anything else you would like to tell us in relation to your application?

Are you a UK citizen/have UK residency	Yes ☐	No ☐
Do you hold any criminal convictions?	Yes ☐	No ☐
Have you previously lost your home due to debt, anti-social behaviour or other reasons?	Yes ☐	No ☐
Have you applied to purchase a bungalow from us?	Yes ☐	No ☐

Declarations

Please tick the boxes to indicate you have read, understand and agree with the statements:-

☐ I understand that any personal information provided in this form or supporting documentation will be used by Glebe HA for the purposes of processing this expression of interest, entering into a legal agreement (if applicable), planning and delivering housing support services (if applicable) and for statistical information.

☐ I consent for Glebe HA to contact any agency it deems necessary for the purposes of processing my expression of interest. Such agencies may include, Health Services, Social Services, Landlords, Police or Benefits Agency. I give these agencies my consent to share any information they hold on me with Glebe Housing Association for this purpose.

☐ I agree to Glebe HA contacting my relative to confirm the information provided and for them to share this information (only relevant where you only connection the area is a son or daughter - see earlier sections)

☐ I certify that the information provided in this Expression of Interest is true and accurate and understand that if this information is deemed to be false or misleading, I may be disqualified from purchasing a bungalow.

Signature

Date ☐☐ / ☐☐ / ☐☐

Signature

Date ☐☐ / ☐☐ / ☐☐

Return form to

A : Glebe House,
Bencurtis Park,
Corkscrew Hill
West Wickham,
Kent, BR4 9QD

E : lettingsandsales@glebeha.org.uk

P : 020 8777 1122 for assistance

Thank you for completing this application

We will contact you in due course to discuss further. Please note that the completion of this form does not guarantee that you will be added to our Housing Waiting List or have the opportunity to rent a property from us.

Glebe
Housing Association

Applicant ID:

Medical / Social Assessment Form

Please ask a health professional to whom you are known to complete this form in support of your application to us.

To Health Professional

Please complete this form for the purposes of supporting an application for sheltered housing to this Association from the below mentioned person(s).

Applicant Name:

The information is required so that we can determine if our housing is suitable for their needs. Glebe HA provides sheltered housing for older people. It is an exempt charity registered under the Cooperative and Community Benefit Societies ACT 2014 and registered with Homes England. Please note we are a provider of housing and whilst we have staff on site on a 24 hour basis, our residents live independently and we do not provide any type of homecare, assistance with household chores or medical care.

Glebe HA are unable to cover any costs associated with the completion of this report.

Please return the completed form for the attention of Trudi Greaves by post or email. An electronic copy of the form is available. Thank you for your time and cooperation.

Glebe House, Bencurtis Park, Corkscrew Hill,
West Wickham, Kent. BR4 9QD
lettingsandsales@glebeha.co.uk
020 8777 1122
https://www.glebehousingassociation.co.uk

Glebe Housing Association Medical/Social Assessment Form - Sheltered Housing Application

Part 1 - To be completed by the Applicant(s)

Name		
Date of Birth	/ /	/ /
NI Number		
Address		

☐ I (We) consent to my health professional(s) sharing this information with Glebe Housing Association for the purposes of supporting a housing application and the planning and delivery of services if I/We are provided with housing.

Signature

Date / /

Signature

Date / /

Part 2 - To be completed by a Health Professional

Name & Title		
Practice Name & Address		
Email & Tel No		

Please answer the questions below and provide additional information in the space provided as applicable.

Is the above named known to you in a professional capacity? Yes ☐ No ☐

Is the above named currently receiving treatment for any physical or psychiatric illness? Yes ☐ No ☐

Does the applicant have any form of cognitive impairment or dementia? Yes ☐ No ☐

Does the applicant have any type of disability? Yes ☐ No ☐

Does the applicant require a wheelchair accessible/otherwise adapted property? Yes ☐ No ☐

Does the applicant have or require an assistance dog? Yes ☐ No ☐

Does the applicant require assistance with personal care? Yes ☐ No ☐

Does the applicant require assistance with routine activities such as household chores, shopping etc? Yes ☐ No ☐

Does the applicant manage their own medication if applicable? Yes ☐ No ☐

Does the applicant have a homecare package in place? Yes ☐ No ☐

Is the applicant at risk of self-harming? Yes ☐ No ☐

Is the applicant supported by a PHN, CPN etc? Yes ☐ No ☐

Is there any medical or other reason why this applicant may not be able to live alone/independently and sustain a tenancy? Yes ☐ No ☐

Any other relevant information

Official Stamp

Equal Opportunities Monitoring Form

You do not have to complete this form but doing so enables us to monitor the effectiveness of our Equal Opportunities Policy. We are committed to treating all housing applicants with dignity and respect and we welcome housing applications from all sections of the community.

The information provided on this monitoring form will not be used in any decision-making in relation to the purchase of a property.

1. How would you describe yourself?

- ☐ Asian or Asian British
- ☐ Bangladeshi
- ☐ Indian
- ☐ Pakistani
- ☐ White
- ☐ British
- ☐ Irish
- ☐ Black or Black British
- ☐ African
- ☐ Carribean
- ☐ Mixed Heritage
- ☐ White and Asian
- ☐ White and Black African
- ☐ Chinese or other ethnic group
- ☐ Chinese
- ☐ Any Other
- ☐ Any other White Background
- ☐ Any other Black Background
- ☐ Any other Asian Background
- ☐ Prefer not to say

2. What is your gender?

☐ Male ☐ Female ☐ Prefer not to say

3. What is your gender?

☐ Male ☐ Female ☐ Prefer not to say

4. What is your age group?

☐ 60-64 ☐ 65-69 ☐ 70-79 ☐ 80-89 ☐ 90+ ☐ Prefer not to say

5. What is your sexual orientation?

- ☐ Hetrosexual/straight
- ☐ Homosexual/gay man
- ☐ Lesbian/gay woman
- ☐ Bisexual
- ☐ Other
- ☐ Prefer not to say

6. What is your religious or belief system?

- ☐ Buddhist
- ☐ Jewish
- ☐ No Religion
- ☐ Christian
- ☐ Muslim
- ☐ Other
- ☐ Hindu
- ☐ Sikh
- ☐ Prefer not to say

7. Do you consider yourself to have a disability or long-term health condition?

☐ Yes ☐ No ☐ Prefer not to say

Data Protection

Privacy Notice - Housing Applicants

Introduction

Glebe Housing Association is a social housing landlord and provider of sheltered, leasehold and residential care accommodation to older people. We are registered with the Information Commissioners Office as a Data Controller; Registration No: Z6127852 and undertake to comply with codes of practice they set out in the processing of all personal information. Further information relating to your privacy can be found at www.ico.org.uk. and the Association staff are available to answer any queries or concerns you may have in relation to your personal information.
We need to process personal data to enable us to deliver services to our residents and manage our properties.

Lawful Basis for Processing Personal Data

The Association lawfully processes personal data on one or more of the following grounds;

- **Consent** – we will obtain consent from you or someone authorised to act on your behalf. (Any forms you are asked to complete will contain this information)
- **Contract** – where processing is necessary to enter into a contractual arrangement such as a tenancy agreement.
- **Legitimate interest** – to adequately undertake the work of Association as set out below.
- **Legal** – where there is a legal requirement for processing
- **Vital Interest** – where it is required to protect someone's life.

Why we collect and use your personal data.

We process personal information to enable us to provide social housing accommodation, leasehold accommodation and nursing home accommodation and related services. We use your personal information for responding to your enquiries, providing services to you and managing our relationship with you. The types of activities we need to use your information for include;

- Letting, renting and leasing properties; administering waiting lists, processing applications and managing your tenancy or lease and property it relates to.
- Effectively deliver a range of support and welfare services including resident warden and 'warden on call' services.
- Delivering a range of healthcare services to residents of the nursing home and ensure that these meet the specific and ongoing needs of individual residents. (This may involve sharing information with other healthcare providers)
- Financial Management (e.g. Rent, Service Charges, Purchases and Fees)
- Conducting surveys or obtaining feedback to monitor and improve our services
- Monitoring Equality and Diversity
- Providing information about our performance, services and events through newsletters, on our website and other promotional material.
- Providing information about additional services we offer such as the restaurant and including opportunities to participate in social and recreational activities, meetings, training and events.
- Meeting our responsibilities to maintain our properties in a safe condition, compliant with regulations and protect our assets into the future.
- Safeguarding residents: This may include the use of CCTV systems to monitor and collect visual images for security and the prevention and detection of crime.

How Glebe Housing Association stores your personal information

All personal information is stored securely on our computer systems and or in a paper filing system. Paper files are stored in locked filing cabinets with restricted access. Data held electronically is stored on encrypted and password protected systems with restricted

access. The Association has in place physical security to ensure safety of stored information. We may also anonymise your information, so that it cannot be linked to you, as part of research exercises.
The Association will only store your personal information for as long as is necessary. We maintain a retention schedule which is available from our office should you wish to view it.

Who might we share your personal information with?

In the course of our service management and delivery, the Association may, on occasion, need to share your information with a third party. Disclosure of personal information without consent will be exceptional and only if required by law, a court order, or where overriding health and safety considerations apply. Only necessary information is shared, and we ensure it is shared securely and to the appointed individual. We may enter into a data sharing agreement with external agencies or companies with whom we need to share your information which is designed to protect the security of your personal information. We never sell personal information to a third party.

The sharing of your information will normally be for the purposes of delivering a service to you such as the sharing of your contact details in order for a repair request to be completed or the tailoring of healthcare and other services to meet your needs.

When sharing your information with external contractors or suppliers, the data shared is the specific information the contractor requires to carry out their task, as well as any information that ensures we fulfil our health and safety obligations to the people carrying out the task. The Association remains responsible for the fair and lawful processing of personal data shared with contracted suppliers of services. We ensure this occurs through setting data requirements in contracts let with suppliers.

We may also share your information with emergency services and local authorities, where this is necessary to help them respond to an emergency situation that affects you such as in the event of a fire or a medical emergency.

Legally obliged: We will share specific and relevant information with law enforcement and government agencies or public bodies where we are legally required to do so. Examples may include:

- The prevention or detection of crime and fraud.
- The apprehension or prosecution of offenders.
- The assessment or collection of tax or duty owed to customs and excise.
- Sharing in connection with legal proceedings.
- Sharing in relation to the physical or mental health of an individual, where disclosure is required to protect them or others from serious harm.
- Research and statistical purposes.

Other Healthcare Providers: We may need to disclose your information to other healthcare providers for example if you moved into a new nursing home.

Utility Companies: In order to assist utility providers (gas, electricity and water, etc) deliver their services and collect revenue, we will provide on request names and contact details of new tenants and leaseholder and forwarding addresses of former residents and tenancy commencement and termination dates.

How long do we keep information?

We set out how long we keep different types of information in our Document Retention

Schedule. This complies with legal requirements and best practice. Please let us know if you would like to see a copy of the schedule.

Where personal data is no longer required and or has reached the end of its retention period, we will ensure that it is securely disposed of. All paper records will be shredded before disposal and electronically held data will be professionally wiped.

Your Rights in relation to Personal Data processed by the Association

You have the following rights in relation to the Association's processing of your personal information. In all cases requests relating to these rights should be submitted to the Association either in writing or verbally. If you email your request, our response will usually be in email also. The Association will acknowledge all such requests and respond within the required timeframes. In some instances, it may be necessary to extend the time period in which case, you will be notified of this in writing, stating the reasons and when you can expect to receive a response, in accordance with legislative timeframes. Additionally, the Association may refuse a request where it is deemed to be manifestly unfounded, excessive or repetitive or where there are legal implications. A written explanation of any such a decision will be provided.

1. **The Right to be informed:**

This Association makes it known to you how your personal information is processed through this Privacy Notice. Additionally, we will answer any queries you may have.

2. **The Right of Access:**

You have the right to obtain confirmation that the Association is processing your data and have the right to request access to that information. Such a request is known as a Subject Access Request and this just means that you should put your request in writing to the Association. Your request will be acknowledged, and the information will be provided within one month.

3. **The Right to Rectification:**

The Association will make every effort to ensure that all personal data is complete and accurate and if you make us aware that you of an inaccuracy, we will rectify this within one month or two months if it is complex in which event you will be informed of the extension of time. You will be notified of any decision not to rectify and you have the right to complain.

4. **The Right to Erasure:**

You may request to have personal data deleted or removed in circumstances where; the data is no longer necessary in relation to the purpose for which it was originally processed; you withdraw consent; you object to the processing and there is no overriding legitimate interest for continuing the processing; the data was unlawfully processed; the data has to be erased in order to comply with a legal obligation. The Association will, where possible and in accordance with any exemptions, notify any other parties with whom the data has been shared of the request to delete this information

5. **The Right to Restrict Processing:**

You may request to 'block' the processing of personal data by the Association. We will restrict the processing of personal data where; you contest the accuracy of the personal data, until such time as the accuracy can be verified and rectified; you object to the processing and we need to determine if our legitimate interests override your request, you request restriction rather than erasure of unlawful processing of information; we no longer need the data, but you require it for a legal claim. In such events, the Association will store only the data necessary to ensure that the restriction can be applied, and further processing of that data will not take place. The Association will inform other parties which whom the data has been shared upon receipt of such a request as appropriate.

6. The Right to Portability:
The right to portability allows you to move, copy or transfer personal data easily from one IT environment to another in a safe and secure way, without hindrance to usability. Whilst we will endeavour to comply with such a request, it may be that we do not hold your data in a form that is compatible with other organisations.

7. The Right to Object:
You may object, on grounds relating to your particular situation, to processing based on legitimate interests, direct marketing and processing for research. We will stop processing the personal data immediately except where there is a compelling legitimate ground for processing the data which override your interests, rights and freedoms or where the processing is for the purposes of a legal claim.

8. Rights Relating to Automated Decision Making:
The Association does not engage in automated decision making.

Using our Website

Our website; http://www.glebehousingassociation.co.uk displays the related privacy policy.

Breaches of Data Protection Legislation

If the Association identify that your personal data has been breached in any way, we will ensure that we act promptly to rectify this.
This means a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data. Examples include; access by an unauthorised third party; deliberate or accidental action (or inaction); sending personal data to an incorrect recipient; computing devices containing personal data being lost or stolen; alteration of personal data without permission and loss of availability of personal data.

We will notify you of the breach and keep you informed and will also notify the ICO as applicable.

Complaints

We try to meet the highest standards when collecting and using personal information. We take any complaints we receive seriously. We encourage people to bring it to our attention if they believe that our collection or use of information is unfair, misleading, inaccurate or inappropriate. We will seek to address your complaint in accordance with our complaints policy. Should you be dissatisfied with our response, you have the right to complain to the Information Commissioner's Office at Wycliffe House, Water lane, Wilmslow, Cheshire, SK9 5AF. www.ico.org.uk

Changes to this Privacy Notice

We keep our privacy notice under regular review. We will update it if we undertake any new or amended processing. This privacy notice was last updated in May 2021.

Glebe Housing Association,
Glebe House, Bencurtis Park, Corkscrew Hill, West Wickham, Kent BR4 9QD
Tel: 020 8777 1122

Glebe
Housing Association

Please keep this booklet for your information.
Return only the completed forms to us.