

Appeals Process

- ◆ Please write to the Housing Services Manager within 28 days with details of your appeal and how you may be contacted. The Housing Services Manager will then investigate and respond within 10 working days.
- ◆ If you are still not satisfied please contact the Director of Customer Services who will further investigate and respond within 5 working days.
- ◆ If you are still not satisfied please follow Langstane Housing Association's Complaints Procedure which is available on request.

If someone is appealing on your behalf, the Association must have written authority from you.

Alternative formats and community language versions of this leaflet can be made available on request.

Langstane Housing Association

680 King Street
Aberdeen
AB24 1SL
Tel: 01224 423000
Fax: 01224 423030

Also at

7 North Guildry Street
Elgin
IV30 1JR
Tel: 01343 540480
Fax: 01343 547049



E-mail: info@langstane-ha.co.uk
Web site: www.langstane-ha.co.uk
Registered Scottish Charity SC 011754



Information Leaflet on



Langstane Housing Association Application Form

The Langstane Housing Association Application Form can be used by any applicant applying for housing with Langstane Housing Association. This form covers all areas where Langstane Housing Association has accommodation. For example, Aberdeen, Aberdeenshire and Moray.

When completed, this form can be sent to Langstane Housing Association at 680 King Street, Aberdeen AB24 1SL or our Elgin Office at 7 North Guildry Street, Elgin IV30 IJR. Upon receipt, the application will be registered within 1 working day. Points will be awarded according to the applicants circumstances. The application will be placed on the appropriate list at a position that reflects the points awarded.

You will be advised of your status on the waiting list.

On a daily basis, Langstane Housing Association profile interviews applicants from the waiting list. Applicants identified as being most in need of housing are sent a letter asking them to contact our offices in order to make an appointment for profile interview.

Being profile interviewed in no way indicates that an applicant will be housed soon after. This stage of the process merely identifies the need for an applicant to be housed and will confirm whether the points applied to the application have been correctly awarded. The profile interview is kept on file for a 6 month period and disposed of thereafter if no allocation is made.

If you are not satisfied with any advice and information given to you or if you want a review of your points and eligibility for a profile interview please follow the Appeals Process.



Langstane Housing Association Property Location Map