

APPLICATION FORM FOR HOUSING IN SHETLAND

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Please complete this joint SIC and HHA application form for Housing in Shetland and return it to either:

- Shetland Islands Council—Housing Service, 6 North Ness Business Park, Lerwick, Shetland ZE1 0LZ, or
- Hjaltland Housing Association, 2 Harbour Street, Lerwick ZE1 0LR

Guidance on completing the form is given within the Important Information section on appropriate pages. IF YOU REQUIRE ANY HELP IN COMPLETING THE FORM, PLEASE CONTACT EITHER SIC HOUSING ON 01595 744360 OR HOUSING@SHETLAND.GOV.UK, OR HJALTLAND ON 01595 694986 OR MAIL@HJALTLAND.ORG. INFORMATION CAN ON REQUEST BE MADE AVAILABLE IN BRAILLE, ON TAPE, IN LARGE PRINT AND IN DIFFERENT LANGUAGES (русский, 汉语, evsjv, Polski, ภาษาไทย, Español, Magyar).

All information is treated in the strictest confidence and is protected under the Data Protection Act 1998.

SECTION 1 YO	UR PRESENT HOUSING ARR	ANGEMENTS	
(a) MAIN APPLICAN	NT Date of Birth	(b) JOINT APPLICANT Date of Birth	IMPORTANT INFORMATION
Title (e.g. Mr etc)		Title (e.g. Mr etc)	16
rido (olg. iiii oto)		Farmanata	If you are applying jointly with another
Forename(s)		Forename(s)	person, please fill in
Surname		Surname	the other Person's details here.
		Previous	Please note if you
Previous Surname		Surname	are applying jointly
Surname		Address	with another person/s for SIC
Address		Address	Housing, any
			applicants who are applying from
L			different
			addresses must fill in separate
Postcode		Postcode	application forms.
L		Address for	If you change
Address for		correspondence	address you must complete a new form
correspondence if different from		if different from	with the details of
above		above	that address. If any
			other circumstances alter, please contact
Postcode		Postcode	us to inform us as
1 Ostcode		Telephone (Home)	this may affect the number of points you
Telephone (Home)		relephone (nome)	are awarded in
Telephone (Mobile)		Telephone	relation to your housing need.
		(Mobile)	Please note proof of
Telephone (Work)		Telephone (Work)	residency at address
E-mail		E-mail	will be required, i.e. credit card
		Diagon state grafermed	statement, council
Please state prefer contact met	red nod	Please state preferred contact method	tax bill, TV licence or catalogue statement.
Received by SIC	1 1		
Received by SIC [Copied to HHA Rece	Copied to SIC Homeless	App No

(1) Why are you applying for Social Rented Housing?		IMPORTANT INFORMATION
(2) Are you, or a member of your household experiencing ha	rassment or abuse? YES NO	Harassment points may be awarded in consultation
(3) Is this internal harassment or abuse i.e. from a partner or	ex partner? YES NO	with support services on production of
(4) Is this internal harassment or abuse from another housel	nold member?	evidence.
(5) Is this external harassment or abuse i.e. from a neighbou	r or ex-partner? YES NO	www.safershetlan d.com/
	1E3 NO	Please give further
(c) YOUR CURRENT ACCOMMODATION (1) Please tick appropriate box		details on page 14.
Institution i.e. in prison or hospital	SIC temporary accommodation	If you are currently
Staying with Family or Friends	You are renting a Council house	a tenant of any landlord, we will
You own your own house	You are renting a Housing Association house	request a report on your tenancy
Croft House	Tied let	from your landlord.
A Privately Rented House/Holiday let	Foster or residential care	
Lodger/Sublet	*Do not have anywhere to stay	
Other (please specify below)		
(2) What type of accommodation do you live in at present?		
House — with stairs	Mobile Home/Caravan	
House — without stairs	Hostel	
Flat — (please specify which floor)	Other (please specify below)	
(3) Do you have the following in your current accommodate		
Pined cold water cumply		
Piped cold water supply Piped Hot water	Inside toilet Fixed sink with both hot and cold	
ripeu not water	water	
Mains electricity	Separate livingroom	
Cooking facilities	Fixed bath or shower and wash hand basin	
Separate kitchen		
	2	

(4) Please enter th accommodation		edrooms in your co	urrent	Single Double	e Bedsit		Please put in approximate measurements if you do not have a
(5) What are the m household cu				rooms that your oom and living room.			tape measure.
You can measure in	feet (ft) or metres (n	n) but please state w	/hich you have u	sed.			
	1	2	3	4	5		
Size of Room							
Office Use							
(6) How is your ac			ommodation is I	neated? YES	NO	_	Different types of heating include electric, oil, solid fuel and district heating.
	Financial Other (please spec	difficulty ify below)		Physical o	lifficulty		
						_	
(8) Does your acco	ommodation have c	lampness?		YES	NO		
(9) Does your acco	ommodation have c	ondensation?		YES	NO		
If YES please s	pecify						
(10) Are there any structure, inade	equate ventilation, _l	h your accommoda boor access or old	ation, e.g. unsta electrics?	yes	NO	_	We may refer you to Environmental Health for advice on your rights or arrange or a property survey to be carried out to assess the standard of your property.

(11) Do you pay ren	t?					YES	NO	IMPORTANT INFORMATION
If YES how much do y	ou pay?							
If you pay to live in a prights to remain/how t							needed on	Please note this will be checked
(12) Are you in arrea	ars with your rent o	r mortgage?				YES	NO	with your landlord or mortgage lender.
(13) If yes, do you ha	ave an agreed paym	ent arrangement?		١	res	NO	N/A	
(d) WHO LIVES WITH	YOU NOW, AND WI	O WILL MOVE IN I	WITH YOU	1?				
Please give the names children who do not nor to the main applicant.								
Forename(s)	Surname	Relationship to you	Date of Birth	Male or Female	Do they you now	live with (yes/no)	Will they be re- housed with you?	Child contact if relevant (yes/no)
					-	-		
If you have contact with please tick the box to re				although	may stay o	over on a reç	gular basis,	
(e) PREGNANCY								IMPORTANT
Are you, or anyone widetails below.	ho will be housed w	ith you pregnant?	If so, plea	ase provid	de the	YES	NO	INFORMATION
Forename(s)		Surname				Date baby	is due	Please provide a copy of a MAT B1,
								scan photo or letter from your
PLI	EASE NOTIFY API	PROPRIATE LAN	DLORD(S	S) WHEN	BABY IS	BORN		doctor.
(f) SHARING YOUR AG	CCOMMODATION							
(1) Do you share any		h anyone who will	not be mo	ving with	you?		N/A	
	Υ	'es No				Yes No		
	Living room				Kitchen			Please note that
	Bedroom			Ва	athroom			in accordance with the Dog Fouling (Scotland) Act 2003
	Toilet							Hjaltland Housing Association reserves
(2) Do you have to sh	are your bedroom v	vith anyone other t	han your	partner?		YES	NO	the right not to allocate properties
(3) Do you have any p you?	ets or livestock tha	t will be moving wi	th If y	yes please	especify	YES	NO	with shared garden areas to applicants with pets. Please see both SIC and
								Hjaltland Allocation policies for more
								details on keeping pets.

SECTION 2 HEALTH AND SUPPORT	IMPORTANT INFORMATION
(a) MEDICAL NEED	
(1) Do you and/or anyone else in your household, have a medical condition or a disability which requires you to move to other accommodation?	
A separate medical form will be sent out for you to complete so that points can be awarded. These will be assessed and awarded by the Director of Public Health in consultation with your GP. The Director of Public Health will make a decision on the level of points awarded in respect of your medical condition and any special requirements or adaptations. This assessment process is confidential to the Director of Public Health and your GP. If you have already completed a medical form, please let us know when this was done. DATE	
(b) SUPPORT	Sheltered Housing
(1) Do you need Sheltered Housing?	leaflets are available from
Sheltered Housing provides a Community Housing Support Worker service to provide housing support to tenants. There is Sheltered Housing in many areas throughout Shetland, please see details on page 8.	www.shetland.gov. uk/housing at the SIC Housing or Hjaltland offices.
(2) Do you need Very Sheltered Housing/Extra Care Housing? SIC Only YES NO	A Sheltered
Very Sheltered Housing and Extra Care Housing offers on site care and support plus 24 hour on call provision.	Housing assessment will be carried out before
(3) Would you like to be considered for Supported Housing?	you will be considered for this
Supported Living and Outreach Service provides specialist support for adults with complex physical disabilities, learning disabilities and/or autistic spectrum conditions.	type of housing.
<u> </u>	An up to date Understanding
(4) Do you have a current Understanding You?	You will be required to
An Understanding You is part of the assessment used through the With You For You process.	determine eligibility for this
(5) Are you moving to another area to give or receive support?	type of supported accommodation.
Give Support Receive Support	Points may be
If YES please tick one of the options above and specify the relative's name, address and contact details or the contact details of your support provider.	awarded from SIC and Hjaltland where you are moving to another
	area to give or receive support. These points will
	apply in cases where support is given to vulnerable
	individuals, e.g. disabled and
The question below is applicable for SIC Housing only.	elderly people and people with mental
The criteria for Social Needs points is detailed below.	health problems. Please note an
Criteria at which Social Needs points can be awarded:	assessment will be required.
• Child or Adult Protection concerns – for example, where children have been victims of abuse; where children are vulnerable and at risk because of their housing situation and/or location.	
 Severe personal relationship difficulties—this would include domestic abuse, applicants who have been referred to MARAC. 	If yes, a Social Needs form will be
 Where it is recognised settled accommodation will reduce risk of offending as part of a Criminal Justice support plan. 	sent to you if you are applying for
 Where an individual is in an inappropriate care setting – this will include delayed discharge from hospital or an inappropriate placement in residential care, Supported Living and Outreach, or Annsbrae. 	SIC Housing which will assist us in making an assessment.
(6) Do you feel you would be eligible for Social Needs points?	

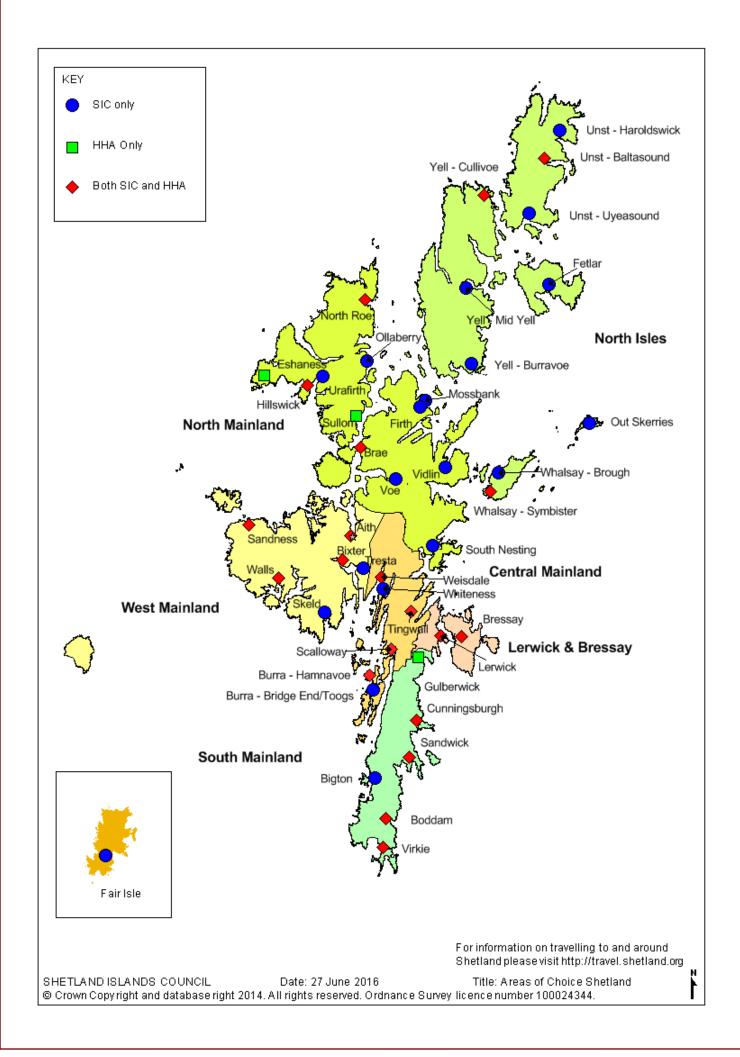
SECTION 3 YOUR FUTURE HOUSING NEEDS—AREAS OF CHOICE

(a) IN WHICH AREAS WOULD YOU LIKE TO BE REHOUSED?

(b) WHICH IS YOUR PREFERRED AREA OF CHOICE?

You should only choose areas where you would accept accommodation if an offer is made.

Where would you like to be rehoused?	Areas of Choice—Where our properties are	Bec 1 E		2 I	Зed	3 I	Bed	4&4	+Bed	To	otal	Overall Total	IMPORTANT INFORMATION
Please tick	(as at March 2016)	SIC	ННА	SIC	ННА	SIC	ННА	SIC	ННА	SIC	шшл	SIC & HHA	SIC and HHA
	Central	SIC	ппА	SIC	ппА	SIC	ппА	SIC	ппА	SIC	ппА	SIC & HITA	have separate
	Weisdale*	5	_	8	_	16	7	_	_	29	7	36	Allocation policies. This
	Whiteness	-	_	1	-	2	-	_	-	3	-	3	means that there
	Tingwall	5	15	3	17	-	12	-	-	7	44	51	are different
	Scalloway*	28	41	17	26	36	8	3	6	85	81	166	rules for how
	Burra - Hamnavoe*	4	-	1	8	3	5	-	-	8	13	21	they assess
	Burra - Bridge End*	5	-	2	-	2	-	-	-	9	-	9	housing
	Lerwick & Bressay												applications. For
	Lerwick*	321	169	376	86	188	40	27	21	912	316	1228	an explanation of
	Gulberwick	-	-	-	1	-	8	-	-	-	9	9	the policies, please refer to
	Bressay*	8	4	13	2	10	-	-	-	31	6	37	the individual
	North												Allocation policy
	North Roe*	4	-	2	-	2	3	-	-	8	3	11	leaflets. You
	Eshaness	0	0	0	0	0	2	0	0	0	2	2	can see the full
	Hillswick*	3	7	2	-	1	7	-	-	6	14	20	documents at
	Urafirth*	4	-	4	-	7	-	-	-	15	-	15	www.shetland.go
	Ollaberry	6	-	-	-	9	-	-	-	15	-	15	v.uk/housing and
	Sullom	-	-	-	6	-	4	-	-	-	10	10	www.hjaltland.or g.uk.
	Mossbank*	3	-	5	-	35	-	3	-	46	-	46	g.ur.
	Firth	12	-	2	-	80	-	3	-	97	-	97	For clarification
	Brae	8	4	13	1	70	8	2	0	93	13	106	about any of the
	Vidlin*	7	-	2	-	4	-	-	-	13	-	13	housing stock, or
	Voe*	7	-	3	-	4	-	1	-	15	-	15	advice on the
	South Nesting*	4	-	5	-	6	-	1	-	16	-	16	level of lettings
	North Isles Fetlar*	6		2	_	5				13	_	13	in a particular
	Unst - Haroldswick*	3	_	2	-	9	-	-	-	14	-	14	area, please contact either
			_		-				_				SIC or Hjaltland,
	Unst - Baltasound*	5	-	5	-	16	16	1	-	27	16	43	or check the
	Unst - Uyeasound*	8	-	3	-	6	-	-	-	17	-	17	websites.
	Yell - Cullivoe*	5	-	3	2	8	4	-	-	16	6	22	
	Yell - Mid Yell*	6 7	-	15	-	5	-	-	-	26	-	26 12	Please note
	Yell - Burravoe* South	1	-	5	-	5	-	-	-	17	_	12	those areas with
	Cunningsburgh*	11		14	5	13		1	-	39	5	44	asterixes (*) contain
	Sandwick*	19	_	16	10	18	16	1	1	54	27	81	Sheltered or
							10	·					Very Sheltered
	Bigton*	4	-	2	-	1	-	-	-	7	-	7	Housing.
	Boddam	4	-	-	3	9	3	2	-	15	6	21	
	Virkie*	10	-	1	11	13	19	-	-	24	30	52	
	Fair Isle*	1	-	1	-	1	-	-	-	3	-	3	
	West					2				2		0	
	Tresta Bixter	-	4	2	-	2 13	-	-	-	2 15	- 4	2 18	
			4										
	Aith* Skeld*	6 7	-	3	6	12 3	4	-	-	21 13	10	31 13	
		13	-		- 4	8	-	- 1	-	25	4	29	
	Walls* Sandness*	5	-	3 4	2	1	4	1	-	10	6	16	
	Whalsay & Skerries	Ü	_	4		, I	4	_	_	IU	U	10	
	Whalsay Symbister*	4	6	4	5	10	2	_	-	18	13	31	
	Whalsay Brough*	10	-	-	-	12	-	_	-	22	-	22	
	Out Skerries	10	-	_	_	1	_	_	_	2	_	2	
	YOUR PREFERRED AREA OF C									_		_	



(c) LOCALCONNECTION		INFORMATION
you have picked.	IC Housing you should indicate if you have any connection with the areas all connection details for all areas where you think you may be eligible for these	For example, please provide details of an old address or address of a relative, or if you work or already live in the area. This needs to be a relative such as mother, father, step-parents, grandparents, children, step-children and
Areas	Details of connection with area	grandchildren.
e.g. Tingwall	I work in Tingwall, so write in box: supervisor name, work address, contact details	Depending on the association with the area, you may receive SIC points for a connection. Please note this is SIC policy only.
(d) IF YOU ARE A CURRENT TENANT, DO	YOU WISH TO BE CONSIDERED FOR MUTUAL EXCHANGE?	For further information on Mutual Exchange including a downloadable leaflet please see www.shetland.gov
YES	NO	uk/housing and www.hjaltland.org. uk and register at www.homeswappe r.co.uk.

SECTION 4 YOUR WORK		IMPORTANT INFORMATION
(a) EMPLOYMENT		INI ONIMATION
(1) Please specify below your current state of em	pployment:	If you are unemployed and
Employed	Self Employed	are receiving benefits, please
Student	Unemployed	tick Unemployed
Other (please specify below)	Retired	and Other then write in the box
		below to tell us about the benefits.
		about the benefits.
Please complete the details below if you are employed	d or are a student:	If you are a
		If you are a student please fill
Name/ University or	Place of Work	out the name and address of the
College		College/University you attend. Please
Address of Employer	Your Job/ Course Title	fill out your course
Limployer		title in the job title box, and what
	If you are employed, for how long have you worked in your present job?	year you are in on your course.
Postor de	YEARS MONTHS	Please enclose a
Postcode		copy of a letter indicating an
If the application is in joint names, please fill in the join	nt applicant's details below:	expression of interest or offer
Name/ University or	Place of Work	of employment (see checklist on
College		page 13).
Address of Employer	Your Job/	
Limployer	Course Title	
	Please complete the boxes below for years spent in your	
	present job or at University/College on your course.	
Postcode	YEARS MONTHS	
(2) Do you need to move to make it easier to get	to your place of work? YES NO	
If yes, please specify distance travelled to work in mi	iles or kilometres	
ii yoo, ploade opediiy aldanda harenea to work iii iii	iles of Michieles.	
(3) Do you have to travel by ferry to reach your p	place of employment? YES NO	
(4) What is your National Insurance number?	Main Applicant	Please note that
		answering this question is
	Joint Applicant	OPTIONAL and will not affect your
The National Insurance number is required by HHA	in the event that you become a tenant.	application in any
		way.
	11	

SECTION 5 LEGAL MATTERS AND DECLARATION		IMPORTANT INFORMATION
(a) LEGAL MATTERS		
	Main Applicant Joint Applicant	
Are you related to an SIC or HHA employee?	YES NO YES NO	
Are you related to a local Councillor or HHA committee member?	YES NO YES NO	
If you have answered YES to any of the questions above, please prov	vide details below:	
Under the <i>Housing (Scotland) Act 2001</i> and the <i>Asylum and Immigrati</i> qualify for public assistance including housing.	tion Act 1999, we have to confirm whether you	Proof of rights to public assistance must be provided
	Main Applicant Joint Applicant	before the application will be
(2) Are you or your joint applicant:	main approant contrapproant	accepted onto the waiting list, i.e. a
 A British citizen or a national from one of the EEA countries before the expansion in 2004, from Switzerland or a national from an A8 countries. 	ILO NO ITA NO	passport or documentation showing <i>Right to</i>
•A national from one of the A2 countries (joined EU since 2004) or oth countries that joined the EU since 2004.	er YES NO YES NO	remain conditions.
•Lawfully present in the UK e.g. granted refugee status; exceptional le remain, humanitarian protection or discretionary leave to remain.	eave to YES NO YES NO	
Council housing is regarded as a form of public assistance. Therefore, will be limited in terms of the assistance it can offer. These restrictions therefore your application will be registered and assessed on your indi All information in your application is held securely and only made avail	s do not apply in the same way to housing associations vidual circumstances by Hjaltland Housing Association.	
Proof of rights to public assistance must be provided before the applic of allocation, eg Passport, Official documentation, worker registration scertificate, proof of self employment status, EEA registration certificate may also contain information on eligibility for benefits. If the passport	scheme care, and worker registration scheme e, worker authorisation document/card. The passport	
not available, then that person is not eligible for housing assistance.		
(3) Do you, or anybody you are applying with, have to register wit under the Sex Offenders Act 1997 or Sexual Offences Act 200	th the police 3? YES NO	
(4) Has anyone ever taken court action against you, or a person y with, for antisocial behaviour?	you are applying YES NO	
If yes please provide brief details, or if you prefer, please discuss this i	in confidence with a member of SIC or Hjaltland staff.	

(b) CHECKLIST

Please use the checklist below if applicable to ensure you have provided copies of information required for your application. This will help prevent any delay in your form being processed.

Page	Confirmation of:	Examples	
1	Proof of residency at address	Credit card statement, council tax bill, TV licence or catalogue statement	
4	Pregnancy	Mat B1, scan photo or letter from doctor	
6	Confirmation of date of entry if selling property	Letter from Solicitor	
7	Medical Condition or Disability	Completed Medical Assessment Form	
7	Social Needs points	Completed Social Needs form	
11	Actively seeking Employment in Shetland	Expression of interest or offer of employment letter	
12	Rights to public assistance	Passport or documentation showing Right to remain conditions	

(c) DECLARATION



I/we confirm that to the best of my/our knowledge, the details I/we have entered on this application form are true and accurate. I/we understand that if my/our circumstances change, I/we must immediately notify Shetland Islands Council and/ or Hialtland Housing Association in writing. I/we understand that if I/we have given false information or withheld any relevant information, my/our application or any offer of accommodation may be suspended from the housing list for a period of up to 6 months (for SIC applications), and for Hialtland this would affect any offer of housing I am/we are made.

I/we understand that if I/we gain a tenancy using false or incomplete information then the relevant landlord can end the tenancy and repossess the property.

I have included all the proofs that are requested in this form.

By signing this Declaration you are providing us with your consent for sharing all the information you have provided in relation to this application between Shetland Islands Council and Hialtland Housing Association (if you wish to be housed by both landlords) and for contacting third parties regarding your application for housing. Information you have supplied in this application form may therefore be shared with SIC Finance, other Council departments or services for the purposes of prevention or detection of fraud. No information will be shared between SIC and Hjaltland if you have chosen only one landlord. You are also accepting the terms and conditions of this application form.

I/we have read and understood and the statement above and signed below.

If you would like to be considered by both landlords, then please leave the boxes below blank. If you wish to be housed by one landlord only please tick the appropriate box :						
I/we only want to	be housed by SIC	I/we only want to be housed by HHA				
Signature (if more	than one applicant, both ap	oplicants must sign).				
Signature		Date				
'						
Signature of		Date				
joint applicant		Date				

If you are not able to provide a copy, please bring the original document/ s to the SIC or HHA office and copies will be made which will be used for your application.

Terms and Conditions are everything that is included in the housing application process.

Please use page 14 (overleaf) to provide us with any further information you feel that will help towards your application.

Please note that if this application form is not signed on receipt at SIC or HHA, it will be returned to the Applicant/s for completion. This may delay your application being processed.

ADDITIONAL INFORMATION						
If you wish, you may use this section to provide us with any additional information regarding your application for housing and your housing need, e.g. previous address/es over the past 5 years (see page 5).						
(g) HOUSING HIST	ORY					
Previous Address			Name of previous			
				landlord		
				Address of previous landlord		
				previous iailuioru		
Po	ostcode					
Start Date		End Date		Postcode]
Name of pe	erson/s			. 55.5545		
holding to						
Previous A	Address			Name of previous landlord		
				Address of		
				previous landlord		
Po	ostcode					
Start Date		End Date		Postcode		
Name of po						_
holding t	enancy					
FURTHER INFO	RMATI	ON				
			to provide any f	urthan information va	yy think may be of relevan	oo to your application
Please use this pag	je and tr	e back page overlear	to provide any it	urther information yo	ou think may be of relevar	ice to your application.

Email: housing@shetland.gov.uk
mail@hjaltland.org

Website: www.shetland.gov.uk/housing www.hjaltland.org.uk/

QUAL OPPORTUNITIES MONITOR In line with Shetland Island Council's and Hjal	tland Housing As	ssociation's Equ	al O	pportunities Policies we oper	ate a monitoring	procedure to
record the sex and ethnic origin of all people a ndirectly. This is a requirement of the Scottisl with the 2011 Census classifications, which ar strictly confidential and used anonymously for	pplying for housir n Housing Regula re approved by th	ng. This is to en ator for SIC Hou ne Equalities and	sure sing	that no group is at a disadva and Hjaltland. The definition	ntage either direc ns used on this fo	tly or rm are in line
Today's Date Is there a	joint applicant?	Yes		No Main Ap	plicant	Joint Applicant
Are you a British citizen or a Commonwealth ci	tizen with the righ	ht to live in the U	IK?	Yes No	Yes	No
Please tick the box which best describes you a	nd (if applicable)	the joint applica	nt.			
Main A	Applicant J	loint Applicant		You're disabled under the a physical or mental impa		
Male				and 'long-term' negative enormal daily activities.		
Female				, ,	Main Applicant	Joint Applicar
Date of Birth e.g. 30 05 74			4	Please tick the box if you		
White Coattich	-		-	consider yourself disabled.		
White Scottish Other British	-		_			
Irish	-		5	Please tick the box below w applicable) the joint applicar		es you and (if
Gypsy/Traveller	-					
Polish	-			None	_	
White other- please give details	-			Church of Scotland		
γ του γ του γ				Roman Catholic	_	
				Other Christian	_	
Mixed - please give details	Щ_			Muslim		
				Buddhist		
Arab, Arab Scottish or Arab British				Sikh		
Pakistani, Pakistani Scottish or Pakistani				Jewish		
British	Ш			Hindu		
Indian, Indian Scottish or Indian British				Pagan		
Chinese, Chinese Scot or Chinese British				Other—please give details		
Bangladeshi, Bangladeshi Scottish or Bangladeshi British						
African, African Scottish or African British			6	Don't want to answer		
Other African				Please tick which options be		
				describes how you think of yourself.	,,,,	
Caribbean, Caribbean Scottish or Carribean British	_			<u>, </u>		
Black, Black Scottish or Black British	-	\vdash	-	Heterosexual/Straight Transgender	$ \vdash$	-
Other Caribbean or Black	-		-	Gay/Lesbian		
Other ethnic group - please give details				Bisexual		
Not known	$\neg \neg \neg$		'	Other		
Don't want to answer	\vdash	\vdash	-	Don't want to answer		
-						



Shetland Islands Council

APPLICATION FEEDBACK FORM



The only way we can improve our Housing Application Form and our Service is by taking into account comments made by you. We would very much like you to complete this feedback form and return it to us with your completed application form.

1	Did you find the form easy to complete?	YES	NO
If NO,	please indicate in the space below which questions could be improved:		
2	Did you find the Areas of Choice questions easy to complete?	YES	NO
If NO,	please indicate in the space below which questions or pages on the form could b	e improved:	
3	Do you think we ask the right questions for your circumstances?	YES	NO
	please indicate in the space below which questions could be improved:	120	110
4	Did you get your application form from SIC or Hjaltland?	SIC HJALT	
5	When you requested your application form from SIC or Hjaltland, how did	you rate the service you received from staff?	?
	VERY GOOD FAIR POOR GOOD	NOT APPLICABLE-INTERNET DOWNLO	DAD
6	If requested, how do you rate the advice, information and assistance you Association in relation to your application?	received from SIC Housing and/or Hjaltland H	lousing
	VERY GOOD FAIR POOR GOOD	NOT APPLICABLE-DID NOT REQU	JEST
If you	have any comments about the service you received or suggestions about how w	ve can improve our service, please use the space	e below:
	A		
7	Are you applying to SIC only, HHA only or both?	HJALTLAND BOTH	
OFFICE	USE ONLY Application Number (office use)		