

Contact details

LETTINGS CENTRE
Tel: 307400

EAST DISTRICT HOUSING OFFICE
169 Pitkerro Road
Tel: 307401

WEST DISTRICT HOUSING OFFICE
3 Sinclair Street, Lochee
Tel: 307301

CUSTOMER SERVICES TEAM
Dundee House
50 North Lindsay Street
Dundee
Tel: 433129

LILY WALKER CENTRE (Homeless out of hours)
105 Ann Street
Tel: 0800 633 5843

SPECIAL NEEDS TEAM
1 Shore Terrace
Tel: 434135

Very Sheltered Housing providers in the city

Lettings Centre
Tel: 307400

Caledonia Housing Association
Tel: 480915

Bield Housing Association
Tel: 228911

Council Housing in Dundee

What you need to know



Neighbourhood Services uses Language Line to provide a telephone interpreting service.



Designed by Dundee City Council, Communications KLJ/619



COUNCIL HOUSING

We own around 12,700 homes throughout the city. These are mainly on estates and are a mixture of flats, multi storey flats, maisonettes and cottages. As in most cities, some areas are more popular than others and waiting times can be very long.

Choosing Dundee City Council as your landlord has many benefits, including:

- affordable rents
- no deposit required
- secure tenancies
- full repairs service
- district housing office services
- low cost home contents insurance

For all enquiries about applying for council housing, please contact our Lettings Centre, Tel: 307400.

Who can apply?

Anyone who is 16 years or over and wishes to have a council home in Dundee.

How do I apply?

You have to complete a Housing Application Form. You can print the form from the website, you can get one from the Lettings Centre or from any of our housing offices or you can phone to have one sent to you. The addresses and telephone numbers are on the back of this leaflet.

Please make sure you answer all relevant questions and that you sign the declaration. If there is missing information it will take longer

to register your application and place you on the waiting list. We will be happy to help you complete your application form. Please provide proof of ID when handing in your application (birth certificate, passport or driving licence).

What happens next?

We register your form and will send you an acknowledgement of the details you have given us. If we have all the information we need to assess your form, we will send you this acknowledgement within 10 days of registration.

The council will carry out pre-tenancy checks before offering you a tenancy. This means that we may ask you to attend an interview to check the information on your application about your household/family and your present and previous accommodation.

How long will I have to wait for a house?

This will depend on the house type and area you have asked for. You can contact the Lettings Centre or visit any housing office to discuss this and find out how long it will be for the property/s you have asked for.

We also advertise a list of Available Now homes, which is updated every day. You can look at the list online at www.dundee.gov.uk or by calling the Letting Centre.

What if I need housing urgently?

You can contact the Lettings Centre, any of the housing offices or Housing Options Team, **Tel. 432001**, where staff can give you advice on your housing options.

What happens if I am homeless?

If you are homeless or may become homeless within the next 2 months you should contact the East District Housing Office, Tel: **432001**. The staff there can offer advice, assistance and arrange temporary accommodation if needed.

You can also phone our 24hr Freephone Homeless Advice Line **0800 633 5843**.

What if I want a sheltered house?

If you or your partner are aged 60 or over you can apply for sheltered housing. These houses are in most areas of the city and they all have double glazing and central heating. A warden service is also available. Please fill in and submit TMAS with application.

What if I want a very sheltered house?

If you need to know more about this type of housing you can contact the Lettings Centre, or one of the housing providers listed at the end of this leaflet.

If I am disabled, what type of housing can I get?

In the first instance you may be able to get some adaptations made to your current home to meet your special needs. For information contact the Special Needs Team, **Tel. 434416**.

If this cannot be done you can be considered for an adapted house that will meet your specific needs. For more information you should contact the Letting Centre, **Tel: 307400**.