

Housing Options and Solutions Assessment



Section 1

Date: 23.05.22

Communication

Can you communicate in English?	Yes	Is an interpreter required? If Yes which language?	No
Do you require any assistance to communicate? (e.g. hearing/visual impairments/literacy/numeracy)	No	If yes, what type of help do you need?	
Would you prefer to be interviewed by someone of the same sex as yourself?			Yes/No

Do you have somewhere safe to stay tonight?	Yes
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Interview Details

Caseworker		Telephone Number	
iWorld Housing Advice Number		iWorld Homeless Assessment Number	
iWorld alert/vulnerabilities (Please detail in notes – p4)	Yes/No		
Carefirst Reference Number		Carefirst alert/vulnerabilities (Please detail in notes – p4)	Yes/No

Reason for Visit

Housing Advice	☐	Tenancy Advice	☐	Threatened with Homelessness	☐	Homeless	☐
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Service User Details

Title	Mr	Forename	Gordon	Surname	McArthur	Gender	Male
Date of Birth	02-Jul-1956	National Insurance Number	YY939068A	Other names used in the last 10 years			
Current Address (include house number, street, area, city and postcode)							
19 Cambus place, Craigend, G33 5QH							
Date From				Date To			
Correspondence Address, if different from above (include house number, street, area, city and postcode)							
Home Phone Number	07716 868 245			☐	Work Phone Number	☐	
Mobile Number				☐	Email Address	☐	
Please tick all preferred methods of contact above							
Was Representation/Advocacy Offered	Yes/No	Right to Receive Public Assistance e.g. DWP benefits EEA National? - How long have they been in the UK? - Exercising treaty rights? - Previous address (out with UK)					



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		- Property Type - Owner of property	2
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Current Housing Status

LA Tenant	☐	Lodger	x	Owner-Occupier	☐	PRS Tenant	☐
RSL Tenant	☐	Shared ownership	☐	Supported Accommodation	☐	Tied Accommodation	☐
Non-Permanent Structure	☐	Homeless Temporary Accommodation	☐	Student Accommodation	☐	Rough Sleeping	☐

Marital Status

Single	☐	Divorced	☐	Widowed	☐
Married (including Common Law)	☐	Co-Habiting	☐	Separated	☐

Mediation

Referral required to mediation?	Yes/No
If yes, reason for referral	

Housing Options Feedback

To assist with the development of Housing Options Services you may be contacted for feedback.	☐
If you do not want to participate please tick box	

Section 2**OFFICIAL**

What we will do with your information

This form explains how your personal information will be used as part of your assessment for housing. We are committed to protecting your privacy. We try to meet the highest standards when collecting and using personal information. We adhere to the requirements of the Data Protection Act 1998, when using and sharing personal information. We are also registered on the public register of data controllers, with the Information Commissioner's Office.

Agreement to share your information

The Housing Options partners will collect and share your information with Glasgow City Council, other public organisations and relevant agencies so we can understand your needs better, improve services and avoid asking you for the same information more than once. This might include workers involved in your care, for example your nurse, social worker, support worker, future housing providers or other relevant agency as discussed with you.

The Housing Options partners, as landlords, will also collect and share your information for the purposes of assessing your needs for housing and to develop a Common Housing Register (CHR). This will make it easier for you to be considered for housing by a number of landlords and avoid you filling in separate registration forms for each. This means when you fill in a housing registration form you agree to your information being shared with other landlords, with other public organisations, organisations that handle public funds, social work services, your support worker, your nurse and other relevant agency as discussed with you.

There may be occasions when there is sufficient concern about your or others safety or wellbeing, or for the detection and prevention of crime that your information will be shared before your consent is given or even if you do not agree to your information being shared.

I understand that information is held about me and agree that my personal information may be shared with other relevant agencies and professionals where you consider it appropriate. I have had an opportunity to discuss what this means.

I understand that the information I have given in this registration form is true. I also undertake to tell you about people aged 16 years or over who live in my home.

I agree with this statement:		Yes/No	
Name of Service User (print)			
Signature of Service User			
Signature of Advocate / Representative (if required)			
Interviewer's Signature			
Designation		Date	

Section 3

Persons to be rehoused with you

4

	Name	Date of Birth	Gender M/F	Relationship to you	National Insurance Number	Living apart? Y/N	Carefirst Number
1							
2							
3							
4							
5							

Tick where applicable	Applicant	Person 1	Person 2	Person 3	Person 4	Person 5
Does anyone in the household consider themselves disabled?	Yes/No	Yes/No	Yes/No	Yes/No	Yes/No	Yes/No
Is anyone in the household 16-18 years and a dependant?	Yes/No	Yes/No	Yes/No	Yes/No	Yes/No	Yes/No
Is anyone in the household pregnant?	Yes/No	Yes/No	Yes/No	Yes/No	Yes/No	Yes/No
Does anyone in the household have access/custody to a child living apart?	Yes/No	Yes/No	Yes/No	Yes/No	Yes/No	Yes/No
Is interview related to financial problems?	Yes/No	Yes/No	Yes/No	Yes/No	Yes/No	Yes/No
Any adult member aged 16-24 formerly looked after?	Yes/No	Yes/No	Yes/No	Yes/No	Yes/No	Yes/No
Do you or any member of the household own any properties? (anywhere in the world)	Yes/No	Yes/No	Yes/No	Yes/No	Yes/No	Yes/No

Current Housing Provider

Name, address of current Landlord/Mortgage Provider			
Contact Telephone Number			
Date left or to leave		Court Date (if relevant/known)	
Can you return to your address?	Yes/No	Can we assist you to do so?	Yes/No

Previous Addresses

Please list all of you and your partner's previous addresses in the last five years: (Continue on a separate sheet if necessary) (A – Applicant; P – Partner)

Previous Addresses - last five years (include house number, street, area, city and postcode)	Date From	Date To	Tenancy type and landlord	Reason for leaving

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Details of why service user needs assistance, housing advice or is thinking of leaving current accommodation and all options discussed.

Current Circumstances (Is it safe to return home?): (Homeless/Threatened with Homelessness etc.)

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Health/Medical Issues/Addictions/Mental Health/Criminal Justice involvement/Self Harm/Suicidal tendencies/Self Neglect etc. Mobility issues (what are they)? OT Assessment required/updated

All Available Options Discussed (include discussion on rent from day one/in advance)
Accommodation Options Discussed

Adapted housing	☐	Mortgage to Rent	☐	Rent Deposit Scheme	☐
Furnished accommodation	☐	Other RSL tenancy	☐	Shared ownership	☐
GHA tenancy	☐	Owner occupation	☐	Sheltered housing	☐
Homeswapper (Mutual Exchange)	☐	Private landlord	☐	Supported housing	☐
Mid-market rent	☐	Remain in current accommodation	☐	Casework Team referral	☐

Has customer agreed to any referrals for further support or assistance?

Date of Referral	Agency Name & Address	Appointment date

Housing Support (All local authorities must now assess whether a person may be in need of prescribed housing support services (Section 32B (1) of the Housing (Scotland) Act 1987))

(a)advising or assisting a person with personal budgeting, debt counselling or in dealing with welfare benefit claims;
 (b)assisting a person to engage with individuals, professionals or other bodies with an interest in that person's welfare;
 (c)advising or assisting a person in understanding and managing their tenancy rights and responsibilities, including assisting a person in disputes about those rights and responsibilities; (d)advising or assisting a person in settling into a new tenancy.

Member of Household	Details
	Was a Housing Support Assessment completed Yes/No Name of Worker: Contact Details: Referral Required: Yes/No

Why is this customer leaving or thinking about leaving their current accommodation?

 (Please circle **one** main activity (**M**) and as many secondary activities (**S**) as required)

Housing

Abandonment	M/S	Dispute within household: violent/non violent	M/S	Social Work: Child Protection/Adult Protection	M/S
Affordability: rent/mortgage	M/S	Disrepair: lack of amenities/below tolerable standard	M/S	Terminated accommodation	M/S
Anti-social/neighbour dispute	M/S	Eviction decree: illegal eviction/notice to quit	M/S	Tied accommodation/discharge from forces	M/S
Asked to leave: care of/sofa surfing	M/S	Lack of family support	M/S	Travellers	M/S
Benefits (Housing Benefit)	M/S	Other action by landlord: permission to reside/wants to sell/Housing Benefit shortfall	M/S	Under-occupation	M/S
Breach of tenancy	M/S	Overcrowding	M/S	Wants own home	M/S
Difficulty managing home/needs support	M/S	Rights to property	M/S		
Discharge from hospital/care/prison	M/S	Separating partner	M/S		

Personal/Vulnerabilities

Addiction: alcohol/drugs	M/S	Employment	M/S	Miscarriage	M/S
Benefits (DWP)	M/S	Fire/flood/frost/ emergency	M/S	Older People	M/S
Communication issues	M/S	Learning difficulty	M/S	Physical disability/mobility	M/S
Criminal Justice	M/S	Harassment/external violence (religious, sexual, racial, ethnic)	M/S	Pregnancy	M/S
Dependent Children	M/S	Medical/chronic ill health	M/S	Risk of sexual/financial exploitation (18-20 years)	M/S

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Difficulty managing home/needs support	M/S	Mental illness/personality disorder	M/S	Vulnerability	9	M/S
Domestic abuse	M/S	Miscarriage	M/S			

Emergency Contact Details/GP details

Name	
Relationship	
Address	
Contact Telephone Number	
GP's Name	
GP's Address	
Telephone number	
Health Visitor Name Practice Contact details:	
Nursery/primary/secondary School(s) attended	
Social Worker name and contact:	

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Financial Assessment – All Household

Household Income	*Weekly/Fortnightly/ Four weekly/Monthly	Household Expenditure	*Weekly/Fortnightly/ Four weekly/Monthly
Customer Net Salary/Wages	£	Rent/Mortgage/Digs (Including Bedroom Tax deductions, Factor fees)	£
Partner Net Salary/Wages	£	Council Tax	£
Other household member(s) Salary/Wages/Benefits	£	Gas/Electricity (if interested in reduced costs refer)	
Jobseeker's Allowance (detail of income/contribution based)	£	Court Fines	£
Universal Credit	£	Food	£
Income Support	£	Phone (landline/mobile)	£
Employment and Support Allowance/Statutory Sick Pay	£	School/Work Meals	£
Incapacity Benefit	£	Loans/Credit & Store Cards/ Hire Purchase/Door step lenders	£
Working Tax Credit	£	TV Licence	£
Child Tax Credit	£	TV Subscription	£
Child Benefit	£	House Insurance (Building & Contents)	£
Attendance Allowance	£	Internet	£
Disability Living Allowance	£	Clothing	£
Personal Independence Payment	£	Pet Costs (Vets, food, insurance)	£
State Pension	£	Alcohol/tobacco/betting	£
Occupational Pension	£	Maintenance Paid	£
Pension Credit	£	Child Care/after school clubs/pocket money	£
Widow's Pension	£	Vehicle Costs (repayments, fuel, road tax, insurance)	£
Maintenance/Child Support Received	£	Travel expenses	£
Any Other Income	£	Other	£
Any Non-dependent income/Contributions	£		
Carer's Allowance	£		
Total Income	£	Total Expenditure	£
		Disposable Income	£

Employment/Benefit/Income

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Full time employed >30hrs	☐	Part-time employed <30hrs	☐	Student	11	☐
Looking after family/home	☐	Permanently retired	☐	Unknown		☐
Unemployed - seeking work	☐	Government work/training scheme	☐	Other		☐
Self-employed	☐	Unable to work - disability/health	☐	Sanctioned by DWP		☐
Employer name and address						
If not employed, would you like to find out more about your options for work, training, education or volunteering	Yes/No	Referral made to Jobs and Business Glasgow			Yes/No	
Do you have a bank account?	Yes/No	Do you have access to the internet?			Yes/No	
Are you or have you ever been sequestrated/bankrupt? (If required arrange appointment for Money Advice)	Yes/No	Have you ever been evicted from a tenancy? If Yes, Why? (Anti-social behaviour(s), Rent arrears, Drug issues etc.)			Yes/No	
Are you in receipt of Universal Credit?	Yes/No/ Applied for					

Tenancy Sustainment/Prevention Activity

Please pick **one main** activity (**M**) and as many **secondary** activities (**S**) as required

Advice and information only	M/S	Mediation	M/S
Advocacy	M/S	Medical adaptation	M/S
Conciliation	M/S	Mortgage arrears intervention or rescue	M/S
Direct financial assistance – DHP & Social Fund	M/S	Negotiation or legal advocacy for household to remain in private rented sector	M/S
Direct financial assistance – Other e.g. Transitional Support Fund	M/S	Other (please specify)	M/S
Furniture Assistance	M/S	Provision of independent financial advice	M/S
Health	M/S	Resolving arrears in private rented sector	M/S
Homeswapper/Mutual Exchange	M/S	Resolving arrears in social sector	M/S
Housing Support	M/S	Sanctuary scheme/similar for domestic violence	M/S
Jobs & Business Glasgow	M/S	Shelter	M/S
Liaison with landlord	M/S	Social Care	M/S
Local allocation policy e.g. management transfer, sep partner	M/S	Supported temporary accommodation	M/S

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Ethnicity of Household - Circle one for each person in the application

	Applicant	Person 1	Person 2	Person 3	Person 4	Person 5	Person 6
White: Scottish	1	1	1	1	1	1	1
Other British	2	2	2	2	2	2	2
Irish	3	3	3	3	3	3	3
Gypsy / Traveller	17	17	17	17	17	17	17
Polish	18	18	18	18	18	18	18
Other White Ethnic Group	4	4	4	4	4	4	4
Mixed / Multiple Ethnic Group	13	13	13	13	13	13	13
Pakistani / Pakistani Scottish / Pakistani British	9	9	9	9	9	9	9
Indian / Indian Scottish / Indian British	8	8	8	8	8	8	8
Bangladeshi / Bangladeshi Scottish / British	10	10	10	10	10	10	10
Chinese / Chinese Scottish / Chinese British	11	11	11	11	11	11	11
Other Asian / Asian Scottish / Asian British	12	12	12	12	12	12	12
African / African Scottish / African British	5	5	5	5	5	5	5
Other African	19	19	19	19	19	19	19
Caribbean / Caribbean Scottish / British	6	6	6	6	6	6	6
Black / Black Scottish / Black British	20	20	20	20	20	20	20
Other Caribbean or Black	7	7	7	7	7	7	7
Arab / Arab Scottish / Arab British	21	21	21	21	21	21	21
Other Ethnic Group	14	14	14	14	14	14	14
Not Known	15	15	15	15	15	15	15
Refused	16	16	16	16	16	16	16

Section 4**Homeless Assessment**

Registered date of application	
Expected homeless date	

Reason for homelessness application (Select appropriate)

Termination of tenancy / mortgage default / Default on payments	☐
Other action by landlord resulting in termination of tenancy	☐
Applicant terminated secure accommodation	☐
Loss of service / tied accommodation	☐
Discharge from prison / hospital / care / other institution	☐
Emergency (fire, flood, storm, closing order from Environmental Health, etc.)	☐
Forced division and sale of matrimonial home	☐
Other reason for loss of accommodation	☐
Dispute with household: violent or abusive	☐
Dispute within household / relationship breakdown: non-violent	☐
Fleeing non-domestic violence	☐
Harassment	☐
Overcrowding	☐
Asked to leave	☐
Other reason for leaving accommodation / household	☐

Can you return to your previous address?	Yes/No
Note: In some cases it will not be appropriate to ask this question	

Has any Local Authority or Housing Association applied for or been granted an anti-social behaviour order against you or any member of your household in the last 3 years? (Please provide details)	Yes/No
Name of household member	
Relationship to main applicant	
Landlord	
Address	
Relevant dates	
Has any member of the applicant family used another name in the last 10 years?	Yes/No
Name	Otherwise known as
Have you or any member of your household ever been convicted of a sexual offence?	Yes/No
(If any concerns contact SOLO for clarification)	

Current Circumstances

Do you have belongings that need to be stored? (White Goods, Furniture only)		Yes/No	
If 'Yes' have you explored options for storage – family/friends? (please detail)			
What Social Work area has homelessness originated from			
What is Current Status? (Tick as appropriate)	Roofless ☐	Threatened With ☐	Not Homeless ☐
First Time Presentation?	Yes/No		
How many previous Homeless applications			
What office did applicant present to?			
Is application the result of a Sect 33/38 referral from another authority?		Yes/No	
Does applicant have pets in the household?		Yes/No	
Type, number and size			

Interview Stage Questions in iWorld Phase 1

Does applicant have previous application?		Yes/No	
Has any member of household slept rough In the last 3 months?		Yes/No	
Did any member of household sleep rough the previous night?		Yes/No	
Was applicant's most recent accommodation settled?		Yes/No	
Full post code of last settled accommodation?			
Will accommodation be sourced by close of business		Yes/No	
Does applicant/partner describe themselves as a Gypsy Traveller? (Only answer for partner is part of application)		Applicant Yes/No	Partner Yes/No
Is applicant/partner eligible for assistance?	Applicant		Partner
	Yes ☐	No ☐	Yes ☐ No ☐
(Only answer for partner if partner in application e.g. British Citizen, EU national etc.)			
Was any member of the family formerly in the armed forces? (UK Armed Forces Only)		Yes/No	
How long ago?			
Was any adult currently 16-24 formerly looked after by Social Work Services?		Yes/No	
What type of property did applicant become homeless from? (Refer to HL1 Guidance for options)			
Is any member of the applicant's household on an RSL waiting list?		Yes/No	
Is applicant willing to take part in homelessness research		Yes/No	

Reason for failing to maintain accommodation (Select all that apply)

Financial difficulties/debt/unemployment	☐	Physical health reasons	☐	Mental health reasons	☐
Unmet need for support from Housing/Social Work/Health Services	☐	Lack of support from friends/family	☐	Difficulties managing on own	☐

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Drug/alcohol dependency	☐	Criminal/Anti-Social behaviour	☐	Not to do with applicant household (e.g. landlord selling property, fire, circumstances of other persons sharing previous property, harassment by others etc.)	☐
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Case Summary and Checklist**Homelessness Assessment Decision**

Homeless - unintentional	☐	Homeless - intentional	☐	Threatened homeless – unintentional	☐
Threatened homeless - intentional	☐	Neither homeless or threatened with homelessness	☐	Lost contact before assessment decision	☐
Withdrew application before assessment decision	☐	Ineligible for assistance	☐	Resolved homelessness before assessment	☐

Outcome of homeless assessment

LA tenancy	☐	RSL (Housing Association) tenancy	☐	Private rented assured tenancy	☐
Other private rented tenancy (including short assured)	☐	Hostel – local authority	☐	Hostel – Registered Social Landlord	☐
Hostel – other	☐	Women's refuge	☐	Returned to previous/present accommodation	☐
Moved-in with friends/relatives	☐	Residential care/nursing home/shared supported accommodation	☐	Tenancy with voluntary organisation other than above	☐
Other (known)	☐	Not known/lost contact with applicant	☐	Home Ownership – Low Cost Home Ownership	☐
Home Ownership – Shared Ownership	☐	Home Ownership – Bought own home via other means	☐	Made homeless application to other Council	☐

Summary of Support Referrals

Referral to Children & Families Team (Please detail)	☐
Referral to Addiction Services ((Please detail)	☐
Referral to Housing Support Services (Please detail)	☐
Referral to Mental Health Services (Please detail)	☐
Referral to Older People's Services (Please detail) 60 +	☐
Referral to Other Services (Please detail)	☐

Closure Checklist

Recorded the move on address to reflect the Service Users new address on Iworld?	Yes/No
Final move on address for Service User:	
Updated all Interested parties of outcome?	Yes/No
Updated all Section 5 referral stages to reflect the correct position?	Yes/No
Notified all other RSLs to cancel the referral? + Updated the referrals?	Yes/No
Closed off the suited address with the decision date = the DOE for the new tenancy if appropriate?	Yes/No
Terminated any Temporary Tenancy?	Yes/No
Date EOT sent to TADs	

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Written a comprehensive final casenote?	Yes/No
Collated all written documents for secure filing as a complete case?	Yes/No
Closed the case off to Phase 3?	Yes/No
Run an exception report to ensure there are no errors?	Yes/No

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HOMELESS APPLICATION – FALSE STATEMENT DECLARATION

Under Part II of the Housing (Scotland) Act 1987 as amended by the Housing (Scotland) Act 2001 and the Homelessness etc. (Scotland) Act 2003, it is an offence to make a false statement or statements in connection with an application for housing as homeless.

I certify that the information I have given in the interview of 1st June 2022 is true and that I have not deliberately withheld any relevant information.

I understand that any false or misleading information or withholding of relevant information may result in any tenancy granted being terminated.

Name

Mr G Mcarthur

DOB

02-Jul-1956

Present Address: 19 Cambus Place
 Craigend
 Glasgow
 G33 5QH

Previous Address:

Application Ref: 822490

Signature Date

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How we will process your Information

Information you provide will be stored on Glasgow City Council computer systems and used in the assessment of this request for assistance under the terms of the Housing (Scotland) Act 1987 as amended by the Housing (Scotland) Act 2001 and the Homelessness etc. (Scotland) Act 2003.

Your details will be made available to only those people who require access for the purpose of providing and maintaining your accommodation, for example Housing Associations. This may also include, where appropriate, providers of Housing Support Services.

If Glasgow City Council is the provider of your accommodation, we will for the purposes of rent collection and the collection of rent arrears, share your information with other services within Glasgow City Council, including staff who send invoices for rent and staff who process Housing Benefit applications.

In addition we may need to use some of this information for other reasons, e.g. administration of services, audit, research, investigation of complaints and legal claims. Apart from providing accommodation for you, wherever possible, we will either share data which will not identify you or only share the minimum identifiable data necessary for these purposes.

Other than specified in this declaration form your data will not be used in a manner which can identify you without seeking your further permission unless we must do so as required by law. We will also uphold your legal rights under the Data Protection Act. You have a right to access any information we hold about you – your Community Case Worker can explain to you how this is done.

I/We understand how Glasgow City Council will use the information I/we have provided for our request for accommodation. I/We acknowledge that it is my/our responsibility to make sure that other members of my/our household are made aware of how information I/we provide about them is used by Glasgow City Council. I/We will do this by providing them with a copy of this declaration form.

Signed

PRINT NAME Mr G McArthur

Date

Signed

PRINT NAME

Date

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HL04B



Interim Chief Officer
 Susanne Millar
 MA (Hons) CQSW

Glasgow City Health and Social Care Partnership
 North East Community Homeless Services
 1250 Westerhouse Road
 Glasgow
 G34 9EA

Phone 01412873180

Fax

Email: @glasgow.gov.uk

www.glasgowcity.hscp.scot

www.glasgow.gov.uk

www.nhs.gov.uk

Our ref: 822490
 Ask for: Steven Mann
 Date: 26th May 2022

Mr G McArthur
 19 Cambus Place
 Craigend
 Glasgow
 G33 5QH

Dear Mr G McArthur

Housing (Scotland) Act 1987 – Homeless Persons (Part II), as amended by the Housing (Scotland) Act 2001 and the Homelessness etc. (Scotland) Act 2003

I refer to your application for assistance in terms of the above legislation.

Having assessed your circumstances in accordance with the legislation I can confirm that Glasgow City Council (GCC) considers you to be homeless and that you did not become homeless intentionally.

This means that although GCC has a duty to secure that permanent accommodation becomes available for your occupation, you will be accommodated in temporary accommodation pending discharge of that duty.

GCC will take into account your personal circumstances when securing you housing. GCC will also take your preferences for area and type of housing into account and will attempt to meet your preferences, however as GCC has no housing stock of its own and must refer you to a Housing Association it will not always be possible to find you the type of housing requested. You will be therefore considered for all housing types (i.e. flat or house) consistent with your housing needs and will be considered for other areas.

Glasgow City Council has a policy of allowing one reasonable offer of settled accommodation.

Right of Review

You do have the right to request a review of this decision and if you wish to do so, you must submit a review request to the casework office at the above address within 21 days of the date of this letter.

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Should you wish to discuss the contents of this letter, or if I can be of further assistance, please contact me at the above address or on 01412873180.

Yours sincerely

Steven Mann
Social Care Worker (Homelessness)

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Interim Chief Officer
 Susanne Millar
 MA (Hons) CQSW

Glasgow City Health and Social Care Partnership
 North East Community Homeless Services
 1250 Westerhouse Road
 Glasgow
 G34 9EA

Phone 01412873180
 Fax
 Email: @glasgow.gov.uk

www.glasgowcity.hscp.scot
www.glasgow.gov.uk
www.nhsggc.org.uk

Our ref: 822490
 Ask for: Steven Mann
 Date: 15th July 2022

Mr G McArthur
 19 Cambus Place
 Craigend
 Glasgow
 G33 5QH

Dear Mr McArthur

Housing (Scotland) Act 1987 – Homeless Persons (Part II), as amended by the Housing (Scotland) Act 2001 and the Homelessness etc (Scotland) Act 2003

I refer to your application to Glasgow City Council (GCC) for housing in terms of the Housing (Scotland) Act 1987 as amended and would advise you that GCC has previously informed you by letter of 11th July 2022 that it accepts that you are indeed homeless under the Act.

GCC, having established the above, can now make you an offer of permanent accommodation at Flat 1/1, 39 Anniesland Crescent, Glasgow, G14 0YQ.

This accommodation will be provided by Wheatley Homes Glasgow. The house is a 2 apartment livingwell flat. The rent is £117.25 per week. Housing officer Brian Doherty will contact you to arrange a viewing appointment once the property is available.

Glasgow City Council is obliged to secure you only one offer of permanent accommodation. If you refuse this offer, Glasgow City Council may decide that it has discharged its duty to secure you one reasonable offer of permanent accommodation. You would have a right to seek a review of such a decision, but you should note that Glasgow City Council does not own the accommodation on offer and is not able to keep the offer open pending the outcome of any review.

GCC considers that this offer of housing made to you is reasonable.

Right of Review

You do have the right to request a review of this decision and if you wish to do so, you must submit a review request to the casework office at the above address within 21 days of the date of this letter.

Should you wish to discuss the contents of this letter, or if I can be of further assistance, please contact me at the above address or on 01412873180.

If you are unhappy with the offer, or are uncertain about accepting it, contact me at this office, again within 24 hours of viewing.

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If you wish to accept the offer, please return to the appropriate office within 24 hours of viewing to sign the tenancy agreement.

Should you accept this offer, you will be required to provide the following when you call to sign the Tenancy Agreement:

- National Insurance Number plus one other form of identification, e.g. Birth Certificate, Driving License
- Child Benefit books (if children are included on your application)
- Proof of income/benefit books if you intend to apply for Housing Benefit, and to allow an estimated rent charge to be calculated.

YOU WILL NOT BE ABLE TO SIGN A TENANCY AGREEMENT UNTIL THIS INFORMATION IS PROVIDED.

Yours sincerely

Steven Mann
Social Care Worker (Homelessness)

PRIVATE-20260708-DP8581591-MCAG

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Glasgow - Proud Host City of the 2014 Commonwealth Games

Read our Privacy Statement at <https://www.glasgow.gov.uk/privacy>





Department
for Work &
Pensions

1063_1067652001_01992_1042_30700A

GORDON MCARTHUR
144 COLLESSIE DRIVE
GLASGOW
G33 5QB



The Pension Service 13
Post Handling Site B
Wolverhampton
WV99 1AQ

9 March 2022

Your State Pension amount

Dear Gordon McArthur,

Following your claim for State Pension, you will receive:

£740.60 every 4 weeks

Your State Pension is calculated from 2 July 2022.

To get you on a regular payment cycle, your first payment will be £529.00 for 2 weeks and 6 days and will be paid on 21 July 2022.

Your second payment of £740.60 will be paid on 18 August 2022 and every 4 weeks after that.

Yours sincerely,

The State Pension Team

M Dalling Ltd

Department - No Department				Payment Method - Cash		Payment Period - Weekly	
Gross Payment	1.00	201.5300	201.53	PAYE Tax	0.00	Total Gross Pay TD	1612.24
				National Insurance	1.53	Gross for Tax TD	1612.24
						Tax Paid TD	0.00
						Earnings for NI TD	1612.24
						National Insurance TD	12.24
						Earnings for NI	201.53
						Gross for Tax	201.53
						Total Gross Pay	201.53
						Nat. Insurance No.	YY939068A

8	27/05/2022	0	S1257L	2	Mr. Gordon McArthur	200.00
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M Dalling Ltd

Department - No Department				Payment Method - Cash		Payment Period - Weekly	
Gross Payment	1.00	201.5300	201.53	PAYE Tax	0.00	Total Gross Pay TD	1410.71
				National Insurance	1.53	Gross for Tax TD	1410.71
						Tax Paid TD	0.00
						Earnings for NI TD	1410.71
						National Insurance TD	10.71
						Earnings for NI	201.53
						Gross for Tax	201.53
						Total Gross Pay	201.53
						Nat. Insurance No.	YY939068A

7	20/05/2022	0	S1257L	2	Mr. Gordon McArthur	200.00
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M Dalling Ltd

Department - No Department				Payment Method - Cash		Payment Period - Weekly	
Gross Payment	1.00	201.5300	201.53	PAYE Tax	0.00	Total Gross Pay TD	806.12
				National Insurance	1.53	Gross for Tax TD	806.12
						Tax Paid TD	0.00
						Earnings for NI TD	806.12
						National Insurance TD	6.12
						Earnings for NI	201.53
						Gross for Tax	201.53
						Total Gross Pay	201.53
						Nat. Insurance No.	YY939068A
4	29/04/2022	0	S1257L	2	Mr. Gordon McArthur		200.00

M Dalling Ltd

Department - No Department				Payment Method - Cash		Payment Period - Weekly	
Gross Payment	1.00	201.5300	201.53	PAYE Tax	0.00	Total Gross Pay TD	604.59
				National Insurance	1.53	Gross for Tax TD	604.59
						Tax Paid TD	0.00
						Earnings for NI TD	604.59
						National Insurance TD	4.59
						Earnings for NI	201.53
						Gross for Tax	201.53
						Total Gross Pay	201.53
						Nat. Insurance No.	YY939068A
3	22/04/2022	0	S1257L	2	Mr. Gordon McArthur		200.00

M Dalling Ltd

Department - No Department				Payment Method - Cash		Payment Period - Weekly	
Gross Payment	1.00	201.5300	201.53	PAYE Tax	0.00	Total Gross Pay TD	1209.18
				National Insurance	1.53	Gross for Tax TD	1209.18
						Tax Paid TD	0.00
						Earnings for NI TD	1209.18
						National Insurance TD	9.18
						Earnings for NI	201.53
						Gross for Tax	201.53
						Total Gross Pay	201.53
						Nat. Insurance No.	YY939068A
6	13/05/2022	0	S1257L	2	Mr. Gordon McArthur		200.00

M Dalling Ltd

Department - No Department				Payment Method - Cash		Payment Period - Weekly	
Gross Payment	1.00	201.5300	201.53	PAYE Tax	0.00	Total Gross Pay TD	1007.65
				National Insurance	1.53	Gross for Tax TD	1007.65
						Tax Paid TD	0.00
						Earnings for NI TD	1007.65
						National Insurance TD	7.65
						Earnings for NI	201.53
						Gross for Tax	201.53
						Total Gross Pay	201.53
						Nat. Insurance No.	YY939068A
5	06/05/2022	0	S1257L	2	Mr. Gordon McArthur		200.00



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HOMELESS APPLICATION – FALSE STATEMENT DECLARATION

Under Part II of the Housing (Scotland) Act 1987 as amended by the Housing (Scotland) Act 2001 and the Homelessness etc. (Scotland) Act 2003, it is an offence to make a false statement or statements in connection with an application for housing as homeless.

I certify that the information I have given in the interview of 1st June 2022 is true and that I have not deliberately withheld any relevant information.

I understand that any false or misleading information or withholding of relevant information may result in any tenancy granted being terminated.

Name

Mr G McArthur

DOB

02-Jul-1956

Present Address: 19 Cambus Place
Craigend
Glasgow
G33 5QH

Previous Address:

Application Ref: 822490

Signature *[Signature]* Date

PRIVATE

HL01

How we will process your Information

Information you provide will be stored on Glasgow City Council computer systems and used in the assessment of this request for assistance under the terms of the Housing (Scotland) Act 1987 as amended by the Housing (Scotland) Act 2001 and the Homelessness etc. (Scotland) Act 2003.

Your details will be made available to only those people who require access for the purpose of providing and maintaining your accommodation, for example Housing Associations. This may also include, where appropriate, providers of Housing Support Services.

If Glasgow City Council is the provider of your accommodation, we will for the purposes of rent collection and the collection of rent arrears, share your information with other services within Glasgow City Council, including staff who send invoices for rent and staff who process Housing Benefit applications.

In addition we may need to use some of this information for other reasons, e.g. administration of services, audit, research, investigation of complaints and legal claims. Apart from providing accommodation for you, wherever possible, we will either share data which will not identify you or only share the minimum identifiable data necessary for these purposes.

Other than specified in this declaration form your data will not be used in a manner which can identify you without seeking your further permission unless we must do so as required by law. We will also uphold your legal rights under the Data Protection Act. You have a right to access any information we hold about you – your Community Case Worker can explain to you how this is done.

I/We understand how Glasgow City Council will use the information I/we have provided for our request for accommodation. I/We acknowledge that it is my/our responsibility to make sure that other members of my/our household are made aware of how information I/we provide about them is used by Glasgow City Council. I/We will do this by providing them with a copy of this declaration form.

Signed



PRINT NAME Mr G McArthur

Date

.....

Signed

.....

PRINT NAME

.....

Date

.....

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PRIVATE-20260708-DP8581591-MCAG

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Application Reference No	Application Address	Name	Note Type	Text	Created Date	Created By	Highlight Indicator
822490	19 Cambus Place, Craigend, Glasgow, G33 5QH	Mr G McArthur	INITIAL	23.5.22 Gordon McArthur DOB 2/5/1956 (65) NINO YY939068A not on CF Tel: 07716868245 no e-mail address phoned North East Community Homeless Team and requested a homeless application be taken and be referred for emergency accommodation as he is homeless after being asked to leave his daughter's property 20.5.22 at 19 Cambus Place, Craigend, Glasgow G33 5QH. He has been sleeping in his work van and wants a temporary furnished flat only he is unwilling to go into a B&B, hostel or project or take a multi-storey flat due to the cost and them being unsuitable. I explained our GDPR statement and policy and he verbally agreed for me to store and share his information in line with this as the assessment was completed over the phone. Prior to this he stayed with his partner in her Wheatley Homess tenancy in her name only at 144 Collessie Drive, Craigend, Glasgow G33 5QB for 30 years but had to leave 5 months ago and moved in with his daughter due to relationship breakdown. He claims Wheatley Homes know he no longer stays there. Works part time 20 hrs a week as a Tyre Fitter earning approximately £200 a week and receives a Pension £185 a week. Claims no physical or mental health problems or mobility issues, no addictions, no criminal offences, no suicidal ideation or self-harm or other issues. NOK is his daughter Fiona McArthur number to be supplied did not know it off hand. GP is Dr Gardner based in Carntyne Medical Practice. No ID, proof of income, address etcetera submitted as it was a phone assessment but I requested this within 7 days. Gordon stated all his ID is in his ex-partner's address and we can send letters to this address he will get them as he has no fixed address. Risk Assessment sent to TAAT but no suitable temp flats available today he declined a B&B or hostel today and will stay in his van tonight again. I gave him our office number and my direct line number to call in for emergency accommodation. Investigating circumstances letter issued and client stated he has a waiting list application with Wheatley Homes but is in Band F. Preferred areas for a flat are Craigend, Shettleston, Tollcross, Castlemilk or Partick for temporary and permanent and is looking for a 2apt permanent home as stated unwilling to accept a multi-storey flat.	5/23/22	STEMAN	Y
822490	19 Cambus Place, Craigend, Glasgow, G33 5QH	Mr G McArthur	TELECALL	24/05/2022 Gordon called in to speak to worker. He advised he is sleeping in his van - was looking for an update on accommodation but didnt want to speak to the accommodation team. Contact number 077168 68245. Email sent to worker Steven.	5/24/22	VICRIL	N
822490	19 Cambus Place, Craigend, Glasgow, G33 5QH	Mr G McArthur	CASE	24.5.22 Phoned client back to let him know there were no suitable temporary flats today and to phone our accommodation line number each day and he also has our office number. I offered him a B&B, hotel or project but he declined this and stated he would rather sleep in his van than go to this type of accommodation. Risk Assessment has been sent again to TAAT asking if they can get him a flat asap. Client supplied me with his daughter's number Fiona McArthur Tel: 07852351174 and I rang her and she confirmed he had been staying in her home at 19 Cambus Drive for the last 5 months but had asked him to leave but he can use her address for correspondence at the moment. E-mail sent to Homeless Team Wheatley Homes to confirm if client has any former tenancies with them as he did mention living in a Wheatley Homes home in Collessie Drive but this was in his partner's name only and had to leave this address due to a relationship breakdown and that he had a waiting list application with them.	5/24/22	STEMAN	N

822490	19 Cambus Place, Craigend, Glasgow, G33 5QH	Mr G Mcarthur	DECISION	26.5.22 Application taken to Phase 2 as accepted duty and letter issued to the client. Homeless - yes, asked to leave daughter's address due to a relationship breakdown - route cause of homelessness is separation from his partner, intentionally homeless - no, local connection - yes due to residency and family members live in Glasgow.	5/26/22	STEMAN	Y
822490	19 Cambus Place, Craigend, Glasgow, G33 5QH	Mr G Mcarthur	CASE	24.5.22 Confirmed via e-mail by Jackie Homeless Team Wheatley Homes that client has no former tenancies and not noted on their anti-social behaviour order. He has a live waiting list application with them Band F ref no. 3188892 . They had his addresses as 19 Cambus Place G33 5QH from 14/5/2020 and prior to this 144 Collessie Drive G33 5QB 9/2/93 until 14/5/20.	5/26/22	STEMAN	N
822490	19 Cambus Place, Craigend, Glasgow, G33 5QH	Mr G Mcarthur	CASE	26.5.22 Spoke to Gordon on his mobile and informed him I have accepted duty on his case and sen him out a letter to his daughter's and will refer him for permanent housing. Craigend, Shettleston, Tolleross, Glasgow Cross/ Calton but may be willing to accept other areas in the east end but unwilling to accept a multi due to cost and deems this not suitable as he would not feel safe staying in a multi and mentioned Sandyhills as flats he would not stay in. No TFFs available yesterday he had phoned in 25.5.22 I was not at work then returned today and sent an e-mail to TAAT asking them to check for TFFs.	5/26/22	STEMAN	N
822490	19 Cambus Place, Craigend, Glasgow, G33 5QH	Mr G Mcarthur	11SECTION7	Gordon has no relatives that are staff or committee members of any housing association.	5/26/22	STEMAN	N
822490	19 Cambus Place, Craigend, Glasgow, G33 5QH	Mr G Mcarthur	10.RISK	No identified or ongoing risk in the community for this client and no concerns regarding sustaining any tenancy.	5/26/22	STEMAN	N
822490	19 Cambus Place, Craigend, Glasgow, G33 5QH	Mr G Mcarthur	9.PRETCYAR	Client has no furniture in storage with us so will be making an application online to the Scottish Welfare Fund and will be assisted in making this application by one of our Housing Support organisations to fully furnish any tenancy and this will fast track this on his behalf. Explained in depth our Section 5 referral process that the client will be queued for permanent housing with all the housing providers that cover the areas requested and if accepted by Wheatley Homess will be matched into a suitable property that meets his needs and is fully aware entitled to only one offer of permanent housing. I also explained that should the client refuse this offer we will discharge duty on his case. Service user is also aware that some housing providers may ask him to pay the first months rent in advance when the missives are signed and handed the keys.	5/26/22	STEMAN	N
822490	19 Cambus Place, Craigend, Glasgow, G33 5QH	Mr G Mcarthur	8.INCOME	Works 20 hrs a week as a Tyre Fitter earning approximately £200 a week and receives a Pension £185 a week.	5/26/22	STEMAN	N
822490	19 Cambus Place, Craigend, Glasgow, G33 5QH	Mr G Mcarthur	7.LANGUAGE	No language or communication issues.	5/26/22	STEMAN	N
822490	19 Cambus Place, Craigend, Glasgow, G33 5QH	Mr G Mcarthur	6.HEALTH	No health problems or mobility issues.	5/26/22	STEMAN	N
822490	19 Cambus Place, Craigend, Glasgow, G33 5QH	Mr G Mcarthur	5.HSGSUPP	No housing support needs for this client he has no issues he requires support with.	5/26/22	STEMAN	N

822490	19 Cambus Place, Craigend, Glasgow, G33 5QH	Mr G Mcarthur	4.SUPPORT	No Care Manager or other support workers for this client if an offer is received I will refer him to Wheatley Care Housing Support Service to assist him in setting up his tenancy. He is queued for emergency accommodation so his address may be subject to change. Steven Mann, Social Care Worker (Homelessness), North East Community Homeless Team, Easterhouse Social Work Office Office number 0 [REDACTED] completed this resettlement plan if you have any queries relating to the information contained in it.	5/26/22	STEMAN	N
822490	19 Cambus Place, Craigend, Glasgow, G33 5QH	Mr G Mcarthur	3.HSGREQ	Gordon is looking for a non multi 2 apt unwilling to under-occupy a 3apt in Craigend, Glasgow Cross/Calton, Shettleston and Tollcross may also consider Castlemilk.	5/26/22	STEMAN	N
822490	19 Cambus Place, Craigend, Glasgow, G33 5QH	Mr G Mcarthur	2.TCYHIST	Stayed in his partner's tenancy a Wheatley Homes property at 144 Collessie Drive, Craigend for 30 years but had to leave due to a relationship breakdown. He moved in with his daughter at 19 Cambus Place Glasgow but she has asked him to leave and is currently no fixed abode and awaiting emergency accommodation. No other tenancies or addresses noted.	5/26/22	STEMAN	N
822490	19 Cambus Place, Craigend, Glasgow, G33 5QH	Mr G Mcarthur	1.BACKGRD	Gordon McArthur DOB 2/5/1956 (65) NINO YY939068A Tel: 07716868245 no e-mail address phoned North East Community Homeless Team and requested a homeless application be taken and be referred for emergency accommodation as he is homeless after being asked to leave his daughter's property 20.5.22 at 19 Cambus Place, Craigend, Glasgow G33 5QH. Homeless assessment completed over the phone, accepted as homeless and referred for permanent housing. He is currently no fixed abode awaiting a temporary furnished flat so his address may be subject to change any correspondence can be sent to his daughters.	5/30/22	STEMAN	N
822490	19 Cambus Place, Craigend, Glasgow, G33 5QH	Mr G Mcarthur	INITIAL	[REDACTED]	5/30/22	STEMAN	Y
822490	19 Cambus Place, Craigend, Glasgow, G33 5QH	Mr G Mcarthur	2.TCYHIST	Stayed in his partner's tenancy a Wheatley Homes property at 144 Collessie Drive, Craigend for 30 years but had to leave due to a relationship breakdown. He moved in with his daughter at 19 Cambus Place Glasgow but she has asked him to leave and is currently no fixed abode and awaiting emergency accommodation. No other tenancies or addresses noted. Confirmed via e-mail 24.5.22 by Homeless Team, Wheatley Homes that client has no former tenancies and not noted on their anti-social behaviour database.	5/30/22	STEMAN	N
822490	19 Cambus Place, Craigend, Glasgow, G33 5QH	Mr G Mcarthur	CASE	30.5.22 Resettlement Plan sent to my Senior for authorisation. I also sent client's risk assessment to TAAT again and issued him his decision letter.	5/30/22	STEMAN	N
822490	19 Cambus Place, Craigend, Glasgow, G33 5QH	Mr G Mcarthur	CASE	1.6.22 No flats yesterday for the client I have sent his risk assessment to TAAT again today for a TFF only he does not wish to go into a B&B, hostel or project but has been offered this. Gordon came into NEHCT early this morning and I handed him a copy of his decision letter and advised him I had referred him for permanent housing. He handed me ID a passport, driving licence, wage slips and DWP letter about his pension - documents saved to EDRMS link. I advised Gordon I will keep checking for emergency accommodation for him.	6/1/22	STEMAN	N
822490	19 Cambus Place, Craigend, Glasgow, G33 5QH	Mr G Mcarthur	TELECALL	07/06/2022 Gordon called NECCT to speak to worker for an update on accommodation. Contact number 077168 68245 email sent to worker Steven	6/7/22	VICRIL	N

822490	19 Cambus Place, Craigend, Glasgow, G33 5QH	Mr G Mcarthur	CASE	9.6.22 Spoke to Gordon on his mobile and he asked about a TFF again and flat identified for him at 200 Lincoln Avenue Flat 12/4 but client refused this stating he was unwilling to accept a multi Duty Accommodation and TAAT notified of refusal. I had contacted TAAT about his case and have asked them to keep checking for TFFs non multi (noted client unwilling to go into a hostel, project or B&B) I was on leave 7.6.22 and unable to return his call yesterday he claimed had spoken to the person on accommodation that day.	6/9/22	STEMAN	N
822490	19 Cambus Place, Craigend, Glasgow, G33 5QH	Mr G Mcarthur	CASE	13.6.22 Sent an internal e-mail to TAAT again asking if there are any TFFs (non multis) for the client - unwilling to accept a high rise and refused one last week.	6/13/22	STEMAN	N
822490	19 Cambus Place, Craigend, Glasgow, G33 5QH	Mr G Mcarthur	CASE	13.6.22 Reply from Calvin TAAT that only TFFs available today are multi-storey homes which the client is refusing as type unsuitable. Will keep checking for suitable flat for him.	6/13/22	STEMAN	N
822490	19 Cambus Place, Craigend, Glasgow, G33 5QH	Mr G Mcarthur	TELECALL	14/05/2022 Gordon called NECCT to speak to worker, said there wasn't a message to pass on just to let you know he had called. Contact number 077168 68245 email sent to worker Steven	6/14/22	VICRIL	N
822490	19 Cambus Place, Craigend, Glasgow, G33 5QH	Mr G Mcarthur	CASE	14.6.22 Checked for suitable temp flats again with TAAT but nothing suitable only multis available I phoned client back to make him aware of this. Will keep checking for suitable flats client is unwilling to accept a multi for temp or permanent.	6/17/22	STEMAN	N
822490	19 Cambus Place, Craigend, Glasgow, G33 5QH	Mr G Mcarthur	CASE	17.6.22 Checked again today to see if there were any TFFs suitable for the client but the situation has not changed since the last time I checked. TAAT have been sent his referral but nothing suitable has come up as yet.	6/17/22	STEMAN	N
822490	19 Cambus Place, Craigend, Glasgow, G33 5QH	Mr G Mcarthur	CASE	27.6.22 T/C from client asking about temporary accommodation he said he had tried to get our team on the accommodation line but it was just ringing out. He is sleeping in his works van and has been offered TFFs but multis but refused these and unwilling to go into a hostel or project. Risk Assessment sent to TAAT again asking if they can try and allocate him something. Steven Mann, North East Casework Service [REDACTED]	6/27/22	STEMAN	N
822490	19 Cambus Place, Craigend, Glasgow, G33 5QH	Mr G Mcarthur	CASE	8.7.22 Livingwell property 55+ in 39 Anniesland Crescent 1/1 a 2apt available but rent may be quite high. Notified of this by Chris Davidson SCW South who e-mailed it out today. Gordon is willing to accept this I phoned him today but did not have an indication of the rent to let him know what the cost would be but he agreed to a 2apt in Anniesland. Notified Chris of I-World number. Steven Mann, North East Casework Service [REDACTED]	7/8/22	STEMAN	N
822490	19 Cambus Place, Craigend, Glasgow, G33 5QH	Mr G Mcarthur	CASE	8.7.22 Rent for the property is £117.25 a week and gave the client the postcode and full address he agreed for Chris to go ahead and put in a note on interest in this Band E 55+ plus 2 apt. Gordon is fully aware this would stand as his one offer of permanent housing and we would discharge duty if he refuses it if he is successful and made the offer. E-mail sent to Chris Davidson asking him to put in a note of interest. Steven Mann, North East Casework Service [REDACTED]	7/8/22	STEMAN	N
822490	19 Cambus Place, Craigend, Glasgow, G33 5QH	Mr G Mcarthur	REFERRAL	08.07.22 - section 5 referral sent to GHA Alison Norris, Clerical Officer [REDACTED]	7/8/22	ALINOR	N
822490	19 Cambus Place, Craigend, Glasgow, G33 5QH	Mr G Mcarthur	S5UPDATE	11/7/22 stages updated on permanent list to allow referral to WHG to be generated. Carol Paterson, South Cht (Housing Access) [REDACTED]	7/11/22	CARSHE	N

822490	19 Cambus Place, Craigend, Glasgow, G33 5QH	Mr G Mcarthur	OFFER	15/07/22 OFFER received from HO Marta Rudnikowska - [REDACTED] at WHG for the property at Flat 1/1, 39 Anniesland Crescent, Glasgow, G14 0YQ, 2apt, £117.25pw. Marta has advised she has had a chat with applicant and he is happy to view this property, property is not ready yet- as soon as will be, Brian Doherty [REDACTED] - Housing Officer will arrange viewing. HL12B letter has been saved to EDRMS, a copy has been emailed to SCW Steven Mann and a copy has been posted to Mr McArthur. Kirsty Fox, Clerical Officer [REDACTED]	7/15/22	KIRFOX	N
822490	19 Cambus Place, Craigend, Glasgow, G33 5QH	Mr G Mcarthur	S5UPDATE	E-mail sent to HO for update on offer made to client. Lesley McGuire, North East Cht (Housing Access) [REDACTED]	8/10/22	LESMCG	N
822490	19 Cambus Place, Craigend, Glasgow, G33 5QH	Mr G Mcarthur	S5UPDATE	Update from HO Brian Doherty - I still don't have the keys back. Dealing with family member of late tenant. I issued a letter this morning advising that keys are returned keys by Friday 12/8/22. I will keep you updated. Lesley McGuire, North East Cht (Housing Access) [REDACTED]	8/10/22	LESMCG	N
822490	19 Cambus Place, Craigend, Glasgow, G33 5QH	Mr G Mcarthur	S5UPDATE	15/8/22 - Got keys today (15/8/22) and have carried out void inspection with City Building. Only minor clear out required and minimal works, will be in touch when ready to view. Lesley McGuire, North East Cht (Housing Access) [REDACTED]	8/15/22	LESMCG	N
822490	19 Cambus Place, Craigend, Glasgow, G33 5QH	Mr G Mcarthur	TELECALL	18/08/22 Gordon called NECCT today for an update on his case. He says he has been offered a property in Anniesland and wants to know what the next steps are. Gordon Contact No. - 07716868245 Lewis Whitson, Clerical Officer [REDACTED]	8/18/22	LEWWHI	N
822490	19 Cambus Place, Craigend, Glasgow, G33 5QH	Mr G Mcarthur	CASE	18/08/22 Duty follow up - I updated Gordon of the following - Got keys today (15/8/22) and have carried out void inspection with City Building. Only minor clear out required and minimal works, will be in touch when ready to view. Gordon was happy with this. Peter Blake, North East Casework Service [REDACTED]	8/18/22	PETBLA	N
822490	19 Cambus Place, Craigend, Glasgow, G33 5QH	Mr G Mcarthur	S5UPDATE	31/08/22 Email received from Brian Doherty advising "The property is now ready to view and plan to contact Mr McArthur today with a view to viewing and sign up tomorrow, 01/09/22." Kirsty Fox, Clerical Officer [REDACTED]	8/31/22	KIRFOX	N
822490	19 Cambus Place, Craigend, Glasgow, G33 5QH	Mr G Mcarthur	S5UPDATE	WHG report confirms that Gordon signed for his tenancy on 01/09/22. Iworld has been updated and SCW informed. Kirsty Fox, Clerical Officer [REDACTED]	10/5/22	KIRFOX	N
822490	19 Cambus Place, Craigend, Glasgow, G33 5QH	Mr G Mcarthur	CLOSURE	CLOSURE : Gordon presented to our service when he was asked to leave his daughters home. Duty was accepted and resettlement plan completed. Gordon was matched to a property with WHG at 39 Anniesland Crescent 1/1 with a DOE of 1/9/22 Address has been updated. Case Closed Client is suited. NO HL 1 errors. Jennifer Lawson, North East Casework Services [REDACTED]	10/16/22	JENLAW	Y

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Department - No Department				Payment Method - Cash		Payment Period - Weekly	
Gross Payment	1.00	201.5300	201.53	PAYE Tax	0.00	Total Gross Pay TD	403.06
				National Insurance	1.53	Gross for Tax TD	403.06
						Tax Paid TD	0.00
						Earnings for NI TD	403.06
						National Insurance TD	3.06
						Earnings for NI	201.53
						Gross for Tax	201.53
						Total Gross Pay	201.53
						Nat. Insurance No.	YY939068A

2	15/04/2022	0		S1257L	2	Mr. Gordon McArthur	200.00
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Department - No Department				Payment Method - Cash		Payment Period - Weekly	
Gross Payment	1.00	201.5300	201.53	PAYE Tax	0.00	Total Gross Pay TD	201.53
				National Insurance	1.53	Gross for Tax TD	201.53
						Tax Paid TD	0.00
						Earnings for NI TD	201.53
						National Insurance TD	1.53
						Earnings for NI	201.53
						Gross for Tax	201.53
						Total Gross Pay	201.53
						Nat. Insurance No.	YY939068A

1	08/04/2022	0		S1257L	2	Mr. Gordon McArthur	200.00
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