

Medical Process  
Croydon Council  
Tenant and Leasehold Panel –  
23 April 2024  
Mary Larbie- Director of Housing Management

HEALTH RELATED HOUSING REGISTER APPLICATIONS

- Applicant needs to submit an application to join the Housing Register:
  - [housingonline.croydon.gov.uk/ords/houlive\\_selfserv/f?p=13000:101](https://housingonline.croydon.gov.uk/ords/houlive_selfserv/f?p=13000:101)
- The application will be preliminarily assessed by the Registration Officers. If the applicant states that they have medical needs which they would like to be taken into account as part of the assessment process, then the application will be deferred for a decision on medical priority.
- In deferring the application, the customer will be notified of this, and that they should provide any information as soon as possible to the HSG-MED mailbox so that a fully informed decision can be made.
- A Housing Register and Advice Officer will then assess the application based on the information that the applicant has provide in the application and any supporting documentation provided. In most cases the Officer will be able to make a decision on medical priority and ultimately on the housing register application.
- In some circumstances a case may need to be referred to Now Medical for expert advice to help guide the Officer in making a decision. E.g. multiple complex conditions. Now Medical can only give advice on the medical condition(s) – it remains the Officer's role to determine, having considered all of the information, whether or not Medical priority under the Allocations Scheme should be awarded.



- When a decision is made on an application, the applicant is given a statutory right to review. A review is a mechanism of appealing the decision made, and it will be conducted by someone who was not involved in the original decision-making process.
- Here are some examples of when an applicant can request a review:
  - A decision that an applicant is not eligible to join the housing register
  - A decision that an applicant does not qualify to join the housing register
  - An applicant has been accepted onto the Register but disagrees with the Band Award given
  - An applicant has been accepted onto the Register but disagreed with the Bedroom entitlement given.
- An applicant must request a review within 21 calendar days of the decision date. Requests can be made in writing or verbally.
- Reviews will be completed within 56 days. The 56 days clock will start from the day the review request is dated.
- Upon review, the decision will either be overturned and a new decision issued or it be upheld.
- Details on how to request a review and the reviews process is clearly set out within the decision letter issued by the officer.

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**Create an account (unregistered)**



This is a screenshot of the Housing Online form which all applicants will need to complete if they wish to make an application to join the Council's Housing Register.