

For your information the Home Improvement Agency and Housing Choice Priority Points Policy and how it is calculated;

We have assessed your case and allocated points under the following headings

1: Health
2: Work
3: Age
4: Income

RED – over 500 points

If you receive 500 points or over, this means that you are high priority and will receive a visit from the first available Project Officer within 10 working days (working days are Monday to Friday) from the date of your enquiry.

AMBER - 300-499 points

If you receive between 300 to 499 points, this means that you are medium priority and will be kept updated on a 3 monthly basis with an estimated timescale for your home visit.

GREEN -up to 299 points

If you receive up to 299 points, this means that you are low priority and will be kept updated on a 3 monthly basis with an estimated timescale for your home visit.

If you require a copy of the full policy, please contact a member of the team on 0161 793 2896.

This information can be provided in large print, audio, electronic and Braille formats, please call the Home Improvement Agency for further information.