

# Housing Application Guide



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ਇਹ ਦਸਤਾਵੇਜ਼ ਹੋਰ ਰੂਪਾਂ ਵਿਚ ਵੀ ਮਿਲ ਸਕਦਾ ਹੈ, ਜਿਵੇਂ ਸੁਣਨ ਵਾਲੀ ਟੇਪ 'ਤੇ, ਸੀ ਡੀ 'ਤੇ, ਬ੍ਰੇਲ ਅਤੇ ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ। ਮੰਗ ਆਉਣ 'ਤੇ ਇਹ ਹੋਰ ਭੋਲੀਆਂ ਵਿਚ ਵੀ ਦਿੱਤਾ ਜਾ ਸਕਦਾ ਹੈ।

یہ دستاویز دیگر شکلوں میں بھی دستیاب ہے، جیسے آڈیو ٹیپ، سی ڈی، بریل اور بڑے حروف کی چھپائی میں۔ درخواست کرنے پر یہ دستاویز دیگر زبانوں میں بھی مہیا کی جا سکتی ہے۔

Ten dokument jest do uzyskania w różnych formatach: na taśmie dźwiękowej, płycie CD, brajlem i dużym drukiem. Na żądanie, można go także otrzymać w innych wersjach językowych.





# What is the ...



The North Ayrshire Housing Register (NAHR) is a shared housing register made up of people who are looking for social housing in North Ayrshire. The NAHR landlords give out their empty houses to these people. By filling in one application form, you can be considered for housing by all the landlords.

**The North Ayrshire Housing Register (NAHR) landlords are:**



This group of organisations are referred to as 'the NAHR landlords', 'our' and 'us' or 'we' throughout this document.

If you are homeless or may become homeless within two months, you should contact the Housing Advice Team (HAT) at Galt House, 31 Bank Street, Irvine, KA12 0LL or phone 01294 314600.





# What does this booklet tell me?

## This booklet tells you:

- what to do to register and maintain your application for housing on the NAHR;
- what proof you need to give us so we can process your application;
- what to do if you don't agree with our assessment of your application; and
- the types of houses that may become available for let and which area they are in.

## Who can apply for housing?

Anyone aged 16 or older may apply for housing. You can apply on your own as a single applicant or apply with other people and have a joint application.

## What do I need to do to get onto the NAHR?

You need to fill in and sign a housing application form (opposite). You can get forms from all our offices. If you have access to the internet, you can complete an application online at [www.northayrshirehr.co.uk](http://www.northayrshirehr.co.uk)

We can help you to fill this in if you have difficulty. All you need to do is contact one of our offices to arrange an office interview or, in some cases, we may arrange a home visit if you are not able to come into one of our offices. We will also provide support services if you ask us, such as language interpreters or a signer if you need one.



# What proof do I need to send with my application form?

There are certain circumstances that we need to check so that we can give your application the right priority or decide the size of house we can consider you for.

## You should check if any of the situations over the page apply to you.

You can send documents you are using as proof with your application form or take your documents into one of our offices where they can be checked by a member of staff and given back to you. If you cannot send the proof we need straight away, you should send your application form to us without it. When we receive your form, we will write to you and ask you to send us the information.



## Address

We need proof of address from everyone applying except those who are existing tenants of one of the NAHR landlords (we can check these addresses from our own records).

You need to send us one of the following items, which should be an original document, not a photocopy.

- Bank statement
- Driving licence
- Utility bill (for example, gas, electricity or water)
- Letter or paperwork from the Department of Works and Pensions

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## Non-UK citizen

If you are a non-UK citizen, we need to see your passport to check that you are entitled to apply for council housing.

2

## Separation

If you have separated from your husband, wife or partner but are still living together, we need proof that you are separated so we can award points for sharing accommodation and sharing facilities. This proof can be a solicitors letter or a letter from your partner to confirm that you have separated.

3

## Shared access arrangements

We need proof of shared access arrangements if you want to be considered for an extra bedroom for children who live with you less than half of the time. This proof can be legal papers confirming access or the main carer or parent needs to complete the "Access to Children" form, this form will be sent to you when processing your application.

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## Connection with North Ayrshire

If you live outside North Ayrshire, you should send proof if you:

- are working or have been offered a job in North Ayrshire;
- are looking for a job in North Ayrshire;
- have a relative or carer in North Ayrshire;
- have special social or medical reasons for needing to live in North Ayrshire;
- are being harassed in your current home. (We need proof from the police if this is the case.)

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## You need to leave your current accommodation

If you have a date to leave your current accommodation, we will need proof to be able to give your application the right number of points.

If you may become homeless within two months, you should contact the Housing Advice Team (HAT) at Galt House, 31 Bank Street, Irvine, KA12 0LL or phone **01294 314600**.

### Private-sector tenancy

If your private-sector landlord is bringing your tenancy to an end, we need your:

- short assured tenancy notice (AT5)
- tenancy agreement
- Notice to Quit (AT6)

### Lender taking action to repossess your property

If your lender is taking legal action to repossess your property, we need proof that you have a date to leave your property.

### Loss of tied accommodation

If you are living in housing that is provided with your job and your job is ending, you will need to provide proof of this.

### Leaving the armed forces

If you are leaving the armed forces, we need to see your discharge documents.

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## Proof Of ID

All new Applicants are now required to provide proof of their identity. Photographic ID is preferable, the following documents and a combination of these documents are acceptable:

- Valid Passport
- Valid Driving Licence
- Birth Certificate
- Marriage Certificate
- National Insurance Number Card
- Medical Card
- Recent Utility Bill
- Valid UK Residency Permit
- EEC Identity Card

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## Property below tolerable standard

If you write on your form that you think that your property is below the tolerable standard, we will contact you and arrange to visit your property to check its condition. This only applies to properties in North Ayrshire.

### Definition of tolerable standard

The Housing (Scotland) Act 1987, as amended by the Housing (Scotland) Act 2006, applies to matters to do with housing and any related faults. These laws define what is known as the 'tolerable standard'. This is the minimum standard needed to make a house fit to live in. The tolerable standard applies to homes that are let to tenants and homes that an owner is living in. North Ayrshire Council has a duty to take action against homeowners whose properties are below the tolerable standard.

If a house doesn't meet the tolerable standard and the homeowner doesn't do the necessary repairs, the council can:

- give the owner a 'work notice', which will go on the Buildings Standard Register until the work is completed;
- put a closing or demolition order on the property to stop it being lived in; or
- give the owner a maintenance order if the property needs repairs and maintenance to stop it falling into disrepair.

### Closing orders

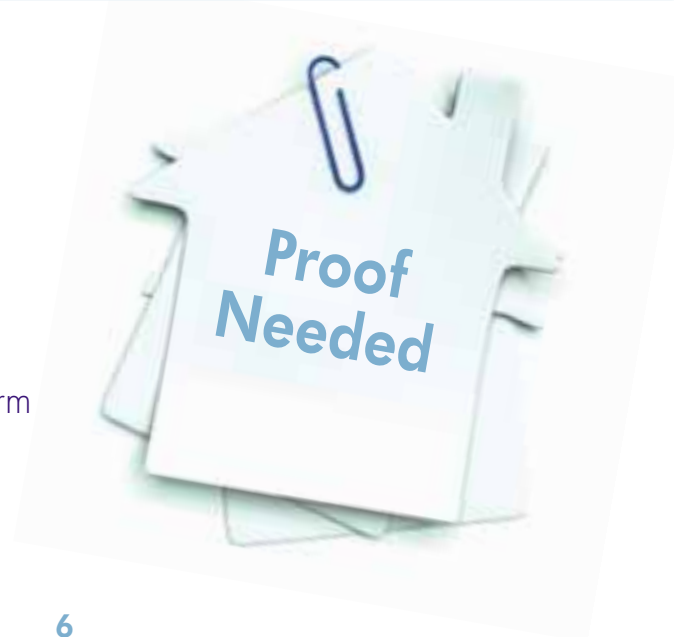
If we find that houses are in a state of disrepair or don't meet the tolerable standard, there is a range of action the Council could take, such as:

- threatening formal action;
- serving notice on the landlord or owner telling them that they must carry out repairs or improvement work; or
- serving a 'closing' order or 'demolition' order on the property to stop it being lived in.

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If you see this symbol, you may need to send proof of your answers.

If you cannot send all the proof with your application, carry on filling in the application and send the form for assessment with the information you do have.



# Which other landlords provide affordable housing in North Ayrshire?

## The other affordable housing landlords that operate in North Ayrshire but are not partners of the NAHR are:

### Isle of Arran Homes

Trust Housing Association Ltd  
12 New Mart Road  
Edinburgh  
EH14 1RL

Phone **0131 444 1200**

### Bield Housing Association

7 Eagle Street  
Glasgow  
G4 9AX

Phone **0141 270 7200**

### Hanover (Scotland) Housing Association Ltd

Pavilion 5 (Ground Floor)  
Watermark Business Park  
345 Govan Road  
GLASGOW  
G51 2SE

Phone **0141 553 6300**

### Horizon Housing Association

Leving House  
Fairbairn Place  
Livingston  
EH54 6TN

Phone **0845 600 8648**

### Key Housing Association

Savoy Tower  
77 Renfrew Street  
Glasgow  
G2 3BZ

Phone **0141 342 1890**

### Blackwood Homes

646 Argyle Street  
Anderston  
Glasgow  
G3 8UF

Phone **0131 317 7227**

### West of Scotland Housing Association

Camlachie House  
40 Barrowfield Drive  
Glasgow  
G40 3QH

Phone **0844 892 0321**



# Which landlords should I apply to?

We have listed all 11 affordable housing landlords operating in North Ayrshire on the housing application form. They do not all provide every type of housing in every area. So, you should check that the landlords you choose have the type of housing you want in the place you want. The types of housing are explained on the next page. The landlords provide the following.

Landlord	Area	General needs	Amenity	Sheltered	Specific for example wheelchair
<b>North Ayrshire Council</b> (see list of houses detailed in the Guide)	Throughout North Ayrshire	✓	✓	✓	✓
<b>Cunninghame Housing Association</b> (see list of houses detailed in the Guide)	Throughout North Ayrshire	✓	✓		✓
<b>Irvine Housing Association</b> (see list of houses detailed in the Guide)	Irvine, Kilwinning and Arran	✓	✓	✓	✓
<b>ANCHO</b> (see list of houses detailed in the Guide)	Throughout North Ayrshire	✓			
<b>Isle of Arran Homes</b>	Arran (232 properties)	✓	✓	✓	✓
<b>Bield Housing Association</b>	Kilwinning and Saltcoats (50 properties)			✓	
<b>Hanover Housing Association</b>	Ardrossan, Saltcoats and Dalry (81 properties)	✓		✓	
<b>Horizon Housing Association</b>	Ardrossan and Kilwinning (90 properties)	✓			
<b>Key Housing Association</b>	Ardrossan (11 properties)				✓
<b>Blackwood Homes</b>	Kilbirnie and Largs (19 properties)				✓
<b>West of Scotland Housing Association</b>	Irvine (78 properties)	✓			

# What is general needs housing?

Most of our houses are general needs. These houses have not been set aside for specific groups of people who need support nor do they have any special design features.

# What is amenity housing?

Amenity housing is accommodation designed to meet the needs of people who have restricted mobility.

Amenity housing will have some or all of the following features.

- No stairs inside (for example, a bungalow)
- Raised electric sockets and lowered switches
- Handrails in the bathroom
- Lever-handled taps
- Slip-resistant flooring in the kitchen and bathroom

# What is sheltered housing?

Sheltered housing is accommodation designed to meet the needs of older people and has all the features that are listed under amenity housing. The main difference between sheltered and amenity housing is that sheltered housing has a built-in community alarm, houses are grouped together and they have shared facilities where tenants can socialise.



# What types of property can I apply for?

We have the following types of property in North Ayrshire.

## End-terrace house

A two-storey house with stairs and its own front door. It is at the end of a row of other houses. Access around to the back of the house is often needed by neighbours in the row to remove rubbish bins and provide access for bicycles and window cleaners.

## Mid-terrace house

A two-storey house with stairs and its own front door. It is between two other houses in a row.

## End-terrace three-storey house

A three-storey house with rooms on three levels but otherwise the same as an end-terrace.

## Mid-terrace three-storey house

A three-storey house with rooms on three levels but otherwise the same as a mid-terrace.

## Semi-detached house

A two-storey house with stairs and its own front door. It is joined to one other house.

## Detached house

A two-storey house with stairs and its own front door. It is not joined to any other house.

## Bungalow

A house which has no stairs and is all on ground level. Some are terraced and some are semi-detached.

## Flat

A flat normally has a shared entrance and a common (shared) close and can also be known as a tenement. Flats can be on the ground, first, second or third floor and can have four, six, eight or nine flats in one block. Once in the flat, all rooms are on the same level. There is no lift and there may be a shared garden.

## Four in a block flat

A building with four flats, two on the upper floor and two on the ground floor. Each flat has its own front door and no shared entrance or close. All the rooms in each flat are on the same level. The garden area may include a shared drying green.

## Maisonette

This is a two-storey property with stairs which is in a block. It has a shared entrance and a common (shared) close. The maisonette entrance can be on the ground floor or on the second floor. The ground-floor property can sometimes have its own separate entrance. There is no lift and any garden may be shared.

Ground-floor accommodation will normally be given to people who have a need for that type of accommodation.





# What can I expect after I have sent you my application form?

When we receive your application form we will contact you to let you know that we have received it. Our target for assessing filled-in application forms and adding them to the housing register is **10 working days** from receiving them. Once we have assessed your application, we will write to tell you:

- the size of house you want and qualify for;
- the areas that you want to be considered for;
- which group we have placed you in; and
- how many points we have awarded you.

We will contact you if we need any more information or proof to process your application. While we are doing this, your application will be active on the housing register but may not have all the points awarded to it until we receive the proof we need or until we carry out an accessible housing assessment. Accessible housing assessments are carried out by an occupational therapist and we may need to visit you at home as part of that assessment. It is important that you get back to us as soon as possible if we ask you for more information. We will write and tell you if we change the group you are in or the number of points you have been given.



# How do I appeal if I don't agree with the number of points you have given me?

If you don't agree with the number of points we have given you, you should first contact the office that assessed your application. If you still do not agree with our decision, you can appeal. You should make your appeal in writing to the Housing Manager of the NAHR landlord who processed your application. If you want any more information on appeals, you can ask for a copy of our appeals procedure from any of the landlords.

# Is there anything else I need to do once my application is on the NAHR?

Once you are on the housing register, we will contact you every year, on the anniversary of your application, to check that you are still looking for a house and to find out if your circumstances have changed. It is important that you let us know if your circumstances change at any time throughout the year and not just wait until you receive your renewal notice.

## A change in circumstances could be that:

- you move to a different address;
- you have a baby;
- you get married;
- you start living with a partner; or
- a grown-up son or daughter leaves your household.

## All these things can affect:

- your housing application;
- your eligibility for a particular size of house;
- the group that you are in; or
- the points we award you.

If you don't tell us, you may be missing out on an offer of housing.

**You should also contact us and let us know if you want us to remove your application from the housing register.**





## Will I be offered what I want?

Although anyone can join the housing register, this does not necessarily mean that a landlord will make you an offer of housing. There are more people who want affordable rented housing than there are properties available. Whether or not you receive an offer will depend on three main factors.

- Your level of housing need.
- Your priority as set out by your group and your number of points.
- The number of houses which become available to let.

We will make offers to people based on their housing need and preferences, as shown on their application form. It is important that you clearly state your preferences for areas and streets, types of property, floor levels and heating systems you want. We will not offer you a house that you say you will not consider. You should widen your choices as much as possible to increase your chances of getting an offer.

## Is there any reason why you would remove my application from the NAHR?

We will remove your application from the housing register if you:

- are housed by one of the partners;
- ask us to remove your application;
- don't respond to our attempts to contact you;
- don't respond to a regular review;
- mutual exchange;
- die.

Before we cancel your application, we will make two attempts to contact you in writing. If you contact us within six months after we have cancelled your application, we will reinstate it. However, if you have moved house, we will need you to fill in another application so that we can assess your circumstances again.

## What other help can I get from the NAHR landlords?

You can contact any of the landlords at any time to discuss your housing application or other options that may be available for housing depending on your circumstances. A more detailed assessment of your housing application is known as housing prospects and can include:

- an explanation of how we work out your group and points;
- details of the number of points that the people who were successful in getting housing in your chosen areas had;
- details of the turnover in your areas of choice, that is the number of properties we have let in an area in a given period; and
- advice and help about widening your areas of choice if we think that this will give you a better chance of receiving an offer.

You can arrange a housing options or prospects interview by contacting your local office.



# At a glance: Where do the NAHR landlords have their homes?

	Bungalows	Flats	Houses	Maisonettes	Total
<b>Towns and villages in North Ayrshire</b>					
Ardrossan	89	812	714	75	1690
Arran	0	19	31	0	50
Beith	112	223	428	0	763
Cumbræe	16	54	32	0	102
Dalry	99	204	517	0	820
Irvine	782	1474	3188	218	5662
Kilbirnie	161	283	917	0	1361
Kilwinning	384	719	1097	23	2223
Largs	133	442	253	0	828
Saltcoats	78	801	854	12	1745
Stevenston	105	535	988	4	1632
<b>Total NAHR homes in North Ayrshire at December 2013</b>	<b>1959</b>	<b>5566</b>	<b>9019</b>	<b>332</b>	<b>16876</b>

Every year some of these homes become empty and are let to NAHR applicants in housing need.

There have been 8720 lets from 1 June 2009 until 31 March 2019, this is an average of 123.4 lets per month.

**General housing**  
 =bedsit | 1 2 3 4 = 1 to 4 bedrooms | W = wheelchair access

**Amenity housing**  
 =bedsit | 1 2 = 1 to 2 bedrooms | W = wheelchair access

**Sheltered housing**  
 =sheltered Housing | SW = sheltered housing with wheelchair access

## Ardrossan

Number of houses in each area is shown in brackets.

**Ardrossan North (578)**

	0	1	2	3	4	W	0	1	2	W	S	SW
<b>North Ayrshire Council</b>												
House			191	144	16							
Bungalow		7		1				10				
Flat		9	14	7								
Maisonette				20								
<b>Cunninghame Housing Association</b>												
House		4	106	41	7							
<b>ANCHO</b>												
House				1								

### Ardrossan South (1137)

	0	1	2	3	4	W	0	1	2	W	S	SW
<b>North Ayrshire Council</b>												
House			69	121	30							
Bungalow		9	15					15			22	
Flat		108	273	36				29			24	
Maisonette			36	11	8							
<b>Cunninghame Housing Association</b>												
House		2		3								
Bungalow									10			
Flat		118	96	9	6			58	26			
<b>ANCHO</b>												
House				2								
Flat			1									

## Arran

**Arran (50)**

**Irvine Housing Association**

House			23	8								
Flat		14	5									



# Barrmill

## Barrmill (25)



### North Ayrshire Council

House				3							
Flat		22									

# Beith

## Beith North of Eglinton Street (147)

### North Ayrshire Council

House			54	22	4						
Bungalow		14								20	
Flat		18	9								

### Cunninghame Housing Association

Flat		5					1				
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## Beith South of Eglinton Street (430)

### North Ayrshire Council

House			103	98	1						
Bungalow		57					8				
Flat	4	54	59	3							

### Cunninghame Housing Association

House			24	10	2						
Flat		7									

## Beith South of Wilson Street (184)

### North Ayrshire Council

House			57	63	10						21
Bungalow		14		5			14				

# Dalry

## Dalry Lynn (272)

### North Ayrshire Council

House			140	54	2						
Bungalow		17					20				
Flat		12									

### ANCHO

House			1								
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### Cunninghame Housing Association

House		1	9								
Bungalow		1					15				

## Dalry Blair (218)



### North Ayrshire Council

House		1	96	83							
Bungalow		17									
Flat		8	13								

## Dalry Town (197)

### North Ayrshire Council

House			5	2	1						
Bungalow		5							18		
Flat		40	85	5					1		35

## Dalry West Kilbride (144)

### North Ayrshire Council

House			30	9							
Bungalow				1					4		

### Cunninghame Housing Association

House				88	4				1		
Flat									3	2	

### ANCHO

House				2							
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# Fairlie

## Fairlie (49)

### North Ayrshire Council

House			14	12							
Bungalow		5	2	3					13		

# Irvine

## Bourtreehill (705)

### North Ayrshire Council

House		19	136	156	37						21
Bungalow	11	7					1	60			
Flat	1		16	15							

### Irvine Housing Association

House		16	81	63	11						
Bungalow							36	10	2		

### ANCHO

House			2	4							
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# Irvine

## Broomlands (394)



North Ayrshire Council											
House		1	68	130	31						
Bungalow							21				
Flat		12	52								
Irvine Housing Association											
House			32	43							
Bungalow							1				
ANCHO											
House				1							

## Castlepark (324)

North Ayrshire Council											
House			107	61	7				1		
Bungalow							3	1			
ANCHO											
House			5	89	8						
Flat			41								
Irvine Housing Association											
House			1								

## Dreghorn (382)

North Ayrshire Council											
House			84	81	9						19
Bungalow		5	2	13			44	2			
Flat		28	34								
ANCHO											
House			15	9		1					
Flat			10			1					
Irvine Housing Association											
House			7	4	1						
Bungalow							1	4			
Flat			8								

## Drybridge (7)

North Ayrshire Council											
House				2							
Flat			5								

## Fullarton (258)



North Ayrshire Council											
House			3	24	37						
Bungalow				2					23		
Flat			37	64	17						
Maisonette			4	2							
Irvine Housing Association											
House			3	25	6						
Bungalow					1						
Flat								4	3	1	
ANCHO											
Flat				1							

## Girdle Toll (384)

North Ayrshire Council											
House			2	62	72	8					
Bungalow			22	2	1	1			67	18	
Flat			17	46	3						
Irvine Housing Association											
House			1	12	7	4					
Bungalow									26	11	1
ANCHO											
House				1							

## Harbour (240)

North Ayrshire Council											
House					2	3					
Bungalow				1	1						
Flat		11		5	10						
Irvine Housing Association											
House			17	59	28	7					
Bungalow								4	8		
Flat			39	26							
Maisonette				14	4						
ANCHO											
Flat				1							



# Irvine

Irvine Centre (435)

## North Ayrshire Council

House		1	9	8						22	
Bungalow		6				5	9				
Flat	5	80	61	8			21	4			
Maisonette		3	57	70							

## Irvine Housing Association

House		1	21	9							
Bungalow							7				
Flat			20								

## ANCHO

House				6						1	
Flat			1								

## Irvine East (264)

### North Ayrshire Council

House			3	27	14					21	
Flat		101	92	1			3				

### ANCHO

Flat			1								
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### Irvine Housing Association

Flat			1								
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## Irvine North (697)

### North Ayrshire Council

House		1	151	81	16						
Flat	6	71	60	6							
Bungalow							2				

### ANCHO

House			33	28	4						
Flat	24	69	83			1					
Maisonette			40	18							

## Lawthorn (321)

### North Ayrshire Council

House		2	8	23	4					21	
Bungalow		4	3	3	2			19	3		
Flat		4						10			
Maisonette		6									

### Irvine Housing Association

House		35	31	40	4					1	
Bungalow								23	12	6	

### Cunninghame Housing Association

House		1	25	15	5			6	5		
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## Montgomery Park (45)

## Irvine Housing Association

House			34	10							
Bungalow									1		

## Riverside (138)

### North Ayrshire Council

House		12	2								
Bungalow		3							8		
Flat		3	42	47	20				1		

## Springside (273)

### North Ayrshire Council

House			40	52	9						
Bungalow		18							19		19
Flat		7	74								

### ANCHO

House			3	3							
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### Irvine Housing Association

House		2	13	8	2						
Bungalow									2		
Flat										2	

## Vineburgh (524)

### North Ayrshire Council

House		6	89	151	18						
Bungalow		2	1						4		22
Flat		4	4								

### ANCHO

House			9	6							
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### Cunninghame Housing Association

House			113	48	6					31	
Bungalow										10	

## Woodlands (291)

### North Ayrshire Council

House		1	143	55	2						
Bungalow		9							4	10	2
Flat	1	8	9	8					4		

### ANCHO

House			24	11							
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# Kilbirnie

Kilbirnie Fudstone  
(608)



## North Ayrshire Council

House			260	183	4								
Bungalow		32	1					10					
Flat		26	50	6									

## Cunninghame Housing Association

House			31	5									
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## Kilbirnie Garden City (70)

### North Ayrshire Council

Flat		36	33										
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### ANCHO

Flat		1											
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## Kilbirnie Town Centre (200)

### North Ayrshire Council

House			18	7									
Bungalow		15	2									30	
Flat			2				15						

### Cunninghame Housing Association

House			36	7									
Flat		15	4				12	1					
Bungalow			4				25	8					

### ANCHO

Flat		1											
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## Kilbirnie Loadingbank (91)

### North Ayrshire Council

House			51	16									
Bungalow		24											

## Kilbirnie Longbar (74)

### North Ayrshire Council

House				10									
Flat		15	43										

### Cunninghame Housing Association

Flat		4	2										
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### ANCHO

Flat		1											
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# Kilbirnie Milton (326)



## North Ayrshire Council

House			108	183	13								
Bungalow		21											

### ANCHO

House			1										
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# Kilwinning

Kilwinning Blacklands (584)

## North Ayrshire Council

House			93	78	15						22		
Bungalow		41	11	1					13				
Flat			207	57	3								
Maisonette				19									

## Irvine Housing Association

Bungalow				1							17	5	
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### ANCHO

Maisonette				1									
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## Kilwinning Corsehill (377)

### North Ayrshire Council

House			115	63	3								
Bungalow		26	1						4	2			
Flat		3	116	10									

## Irvine Housing Association

House				4									
Bungalow									2				

### ANCHO

House			12	9									
Flat			7										

## Kilwinning Dirrans (102)

### North Ayrshire Council

House				5	1								
Bungalow		3							1				
Flat		22	65	3									

### ANCHO

Flat			2										
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# Kilwinning

Pennyburn (349)



Irvine Housing Association											
House			147	42	90						
Bungalow				29			33	4	1		
ANCHO											
House			3								

## Pennyburn Squares (188)

Irvine Housing Association											
House			75	54	10						
Bungalow							48				
ANCHO											
House			1								

## Whitehirst Park (68)

Irvine Housing Association											
House		6	4	12							
Bungalow						20	7		17	2	

## Kilwinning Town Centre (206)

North Ayrshire Council											
House			31	5	1						
Bungalow							5		22		
Flat		44	62								
ANCHO											
House			3								
Bungalow		4			1						
Irvine Housing Association											
Flat	1	6	4				10	2	2	3	
Maisonette			4								

## Kilwinning Woodwynd (368)

North Ayrshire Council											
House			43	118	29						
Bungalow		24					17				
Flat		16	4	44							
ANCHO											
House			5	17	17						
Flat				12							
Cunninghame Housing Association											
Flat		6	6				9				

# Largs

Largs (449)



North Ayrshire Council											
House			1	62	19	2					
Bungalow			4								
Flat	6	39	120	21			42	11		45	
Cunninghame Housing Association											
House			6	1			20	7			
Flat		1	30					10			
Irvine Housing Association											
House					1						
Flat				1							

# Millport

## Millport (102)

North Ayrshire Council											
Bungalow								11	1		
Cunninghame Housing Association											
House			10	16	6						
Bungalow							4				
Flat		32	17				5				

# Saltcoats

Saltcoats North (789)

North Ayrshire Council											
House			258	272	45						
Bungalow			8	1							
Flat		31	9	50							
Cunninghame Housing Association											
House			58	46	6						
Flat			4								
ANCHO											
House				1							

## Saltcoats South (1012)

North Ayrshire Council											
House			1	49	13	2					48
Bungalow		15						19			
Flat		109	265	82				33	9		
Maisonette				12							
Cunninghame Housing Association											
House			87	37	3		4	9			
Flat		136	56	2	1		8	12			

# Skelmorlie

Skelmorlie (49) 🏠 0 🏠 1 🏠 2 🏠 3 🏠 4 🏠 W 🏠 0 🏠 1 🏠 2 🏠 W 🏠 S 🏠 SW

North Ayrshire Council											
House			16	4	2						
Bungalow		7					11				
Flat		2	7								

# Stevenston

Stevenston North (870)

North Ayrshire Council											
House			148	341	20						
Bungalow		6									
Flat	6	57	167	41							

Cunninghame Housing Association											
House		1	24	11							
Bungalow						1	1				
Flat		8	2			16	20				

Stevenston South (453)

North Ayrshire Council											
House			79	197	16						
Bungalow		6		3			30			21	
Flat			16	14				1			

Cunninghame Housing Association											
House		1		1							
Bungalow						5	3				
Flat		38	9	1		5	7				

Stevenston Central (334)

North Ayrshire Council											
House			61	108							
Bungalow							43			15	
Flat	8	17	35	3			22			17	
Maisonette			1	3							

ANCHO											
House				1							

# West Kilbride

West Kilbride (282) 🏠 0 🏠 1 🏠 2 🏠 3 🏠 4 🏠 W 🏠 0 🏠 1 🏠 2 🏠 W 🏠 S 🏠 SW

North Ayrshire Council											
House			48	64	2						
Bungalow		11	4						42		4
Flat		10	34	11					6		27

Cunninghame Housing Association											
House		1	1	1	1						
Flat		1	2						12		



## What if I want to make a formal complaint, compliment or suggestion?

If you want to make a complaint, compliment or suggestion, each of the landlords have their own customer comments schemes and you should contact the relevant landlord for details of how to use this.



# North Ayrshire Housing Register offices

## Irvine

Bridgeway House  
Irvine, KA12 8BD  
Phone **01294 310 150**

## Kilwinning

35 Main Street  
Kilwinning, KA13 6AN  
Phone **01294 552 261**

## Three Towns Housing Office

The Town Hall  
Countess Street  
Saltcoats, KA21 5HW  
Phone **01294 310 005**

## Kilbirnie

Garnock Valley Area Centre  
Craigton Road  
Kilbirnie, KA25 7LJ  
Phone **01505 685 177**

## Beith Dalry

2 Townend Street  
Dalry, KA24 4AA  
Phone **01294 835 355**

## Largs

Brooksby Medical and Resource Centre  
31 Brisbane Road  
Largs, KA30 8LH  
Phone **01475 687 590**



North Ayrshire Council

Comhairle Siorrachd Àir a Tuath

[www.north-ayrshire.gov.uk](http://www.north-ayrshire.gov.uk)



Sovereign House,  
Academy Road  
Irvine, KA12 8RL  
Phone **01294 313 121**  
[www.ancho.co.uk](http://www.ancho.co.uk)



44-46 Bank Street  
Irvine, KA12 0LP  
Phone **0845 112 6600**  
Phone **0345 112 6600**  
[www.irvineha.co.uk](http://www.irvineha.co.uk)



CUNNINGHAME  
HOUSING ASSOCIATION

*More than just a landlord*

Quayside Offices  
Marina Quay, Dock Road  
Ardrossan, KA22 8DA  
Phone **01294 468 360**  
[www.cunninghame-housing.org](http://www.cunninghame-housing.org)