

For GPs and NHS professionals:



**Easy guide to housing and jobs  
Westminster City Council**

Damp and mould in a council property	<b>Divisional Head of repairs:</b> John Hayden	<a href="mailto:Jhayden1@westmisnter.gov.uk">Jhayden1@westmisnter.gov.uk</a>	07500 891711
	<b>Area Repairs Manager:</b>  Sheila Allen, Laura Jursone	<a href="mailto:ljursone@westminster.gov.uk">ljursone@westminster.gov.uk</a>	07785 724701
		<a href="mailto:sallen1@westminster.gov.uk">sallen1@westminster.gov.uk</a>	07971 616334
	<b>Property Surveyor – Condensation team:</b> Caleb Horan	<a href="mailto:choran@westminster.gov.uk">choran@westminster.gov.uk</a> <a href="mailto:condensation@westminster.gov.uk">condensation@westminster.gov.uk</a>	Please put ' <b>GP/NHS Enquiry</b> ' at the start of all subject headings.
Repairs in a council property	<b>Divisional Head of repairs:</b> John Hayden	<a href="mailto:Jhayden1@westmisnter.gov.uk">Jhayden1@westmisnter.gov.uk</a>	07500 891711
	<b>Area Repairs Manager:</b>  Sheila Allen, Laura Jursone	<a href="mailto:ljursone@westminster.gov.uk">ljursone@westminster.gov.uk</a> <a href="mailto:sallen1@westminster.gov.uk">sallen1@westminster.gov.uk</a>	07785 724701 07971 616334
		Please put ' <b>GP/NHS Enquiry</b> ' at the start of all subject headings.	Repair Line <b>0800 358 3783.</b> Report a repair online
Damp and mould in private rented property / registered providers	Initial approach to landlord  Westminster Environmental Health can support with enforcement action. Tiffany Lymn Head of Resident and Consumer Safety	<a href="mailto:Tlymn@westminster.gov.uk">Tlymn@westminster.gov.uk</a>	07800 711999
	If it is an RP property, then please inform Fergus Coleman –	<a href="mailto:fcoleman@westminster.gov.uk">fcoleman@westminster.gov.uk</a> <a href="mailto:and Housing Needs Enquires at HNequiries@westminster.gov.uk">and Housing Needs Enquires at HNequiries@westminster.gov.uk</a>	07769 645173

	Head of Affordable Housing and Partnerships.	Please put <b>'GP/NHS Enquiry'</b> at the start of all subject headings.	
<b>Patient asks for a letter to support council housing application</b>	The housing register: Health Assessments Understanding the Housing Register These links include relevant information, so that as NHS professionals you know which information is helpful	Please read the guidance on the links. The form is the responsibility of the housing applicant to complete but will require supporting information from their medical professional. For help Email: Housing Solutions at EnquiriesandComplaints@wchss.org.uk  To escalate a query contact Deborah Brown Email: <a href="mailto:drbrown@wchss.org.uk">drbrown@wchss.org.uk</a> Housing Solutions Service and the 'Duty to Refer' Email: dutytorefer@westminster.gov.uk  Please put <b>'GP/NHS Enquiry'</b> at the start of all subject headings.	If you need extra help, call T: 0207 641 1000
<b>Patient seeking employment support or training opportunities via the Council's Employment team</b>	Refer patient to the Employment Team employmentteam@westminster.gov.uk	Email: employmentteam@westminster.gov.uk	07971026709

### **Additional housing information**

Some patients may live in **social or council housing**, whilst others may live in **private rented housing**.

People in either of these tenancies may claim support to help them pay their rent – this could be either through housing benefits, or universal credit.

How the rate is calculated differs slightly dependent on the type of tenancy. For example:

- In social and council housing, housing benefits is calculated on actual rent plus service charges (as well as spare rooms, income and personal circumstances).

- In private rented housing, housing benefits is calculated on the Local Housing Allowance rate or actual rent – whichever is lower (as well as spare rooms, income and personal circumstances).

### **Helpful links on benefits:**

- **Housing Benefit: What you'll get - GOV.UK ([www.gov.uk](http://www.gov.uk))**

- **Housing costs and Universal Credit - GOV.UK ([www.gov.uk](http://www.gov.uk))**
- **Westminster Council Housing Benefit and Council Tax Support on 0800 072 0042 or Email: [westminster.benefits@secure.capita.co.uk](mailto:westminster.benefits@secure.capita.co.uk)**

**The benefits cap does not apply if:** Benefit cap: When you're not affected - GOV.UK ([www.gov.uk](http://www.gov.uk))

You're not affected by the cap if you're over State Pension age. If you're part of a couple and one

of you is under State Pension age, the cap may apply. You're also not affected by the cap if you or your partner:

- get Working Tax Credit (even if the amount you get is £0)
- get Universal Credit because of a disability or health condition that stops you from working (this is called 'limited capability for work and work-related activity')
- get Universal Credit because you care for someone with a disability
- get Universal Credit and you and your partner earn £617 or more a month combined, after tax and National Insurance contributions

You're also not affected by the cap if you, your partner or any children under 18 living with you gets:

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- Armed Forces Compensation Scheme
- Armed Forces Independence Payment
- Attendance Allowance
- Carer's Allowance
- Child Disability Payment
- Disability Living Allowance (DLA)
- Employment and Support Allowance (if you get the support component)
- Guardian's Allowance
- Industrial Injuries Benefits
- Personal Independence Payment (PIP)
- War pensions
- War Widow's or War Widower's Pension