

H&F NHS and social care professionals: Easy guide to housing department in London Borough of Hammersmith and Fulham

Type of query	Who can you ask for help?	E-mail	Telephone
Damp and mould in a council property	Put ' <u>NHS social care fast track</u> ' at the start of all subject headings.	Teamleaders.Repairs@lbhf.gov.uk Please include the patient's name, address and contact number in the email.	
Repairs in a council property	Put ' <u>NHS social care fast track</u> ' at the start of all subject headings.	Teamleaders.Repairs@lbhf.gov.uk Please include the patient's name, address and contact number in the email.	
Damp and mould in private rented property	Initial approach to landlord LBHF private housing team can support with enforcement action	Private Housing Team phs@lbhf.gov.uk Please put 'NHS social care fast track' at the start of all subject headings.	020 8753 1081
Patient asks for a letter to support council housing application	The housing register: Medical assessment LBHF This outlines all the banding information, so that as NHS professionals you know which information is helpful	Please read the guidance on the link. The form is the responsibility of the housing applicant to complete but will require supporting information from their medical professional. For help e-mail housingregister@lbhf.gov.uk Please put 'NHS social care fast track' at the start of all subject headings.	If you need extra help, call 020 8753 4198 To escalate a query contact Nilufer Demirci: Housing Solutions Senior Officer Nilufer.demirci@lbhf.gov.uk
Patient seeking employment support or training opportunities via the council's job brokerage team	Refer patient to the council jobs brokerage team LBHF Portal	info@workzoneonline.co.uk	020 8753 6773

Added information on housing

1. Some patients may have **social housing** which means they are living in a council property. Others live in private rented housing which is paid by housing benefits.
2. **The benefits cap does not apply if:** [Benefit cap: When you're not affected - GOV.UK \(www.gov.uk\)](#)

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 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:

- 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 (and equivalent payments as part of a War Disablement Pension or the Armed Forces Compensation Scheme)
- Personal Independence Payment (PIP)
- War pensions
- War Widow's or War Widower's Pension