

MILNBANK HOUSING ASSOCIATION
53 BALLINDALLOCH DRIVE
GLASGOW
G31 3DQ
0141-551-8131

ALLOCATIONS POLICY

PH/P1/AUGUST 2009

1. INTRODUCTION

1.1 Milnbank Housing Association is a Community Based Housing Association in the East End of Glasgow. The Association is a non-profit making organisation, established in 1975 with the primary remit of improving the housing provision within its area of operation.

A key function of the Association is to allocate available housing within its stock in a manner that is fair and equitable and in line with good practice guidelines. To facilitate this the Association has implemented this Allocations Policy, which is 'needs based' in order to reflect the Association's statutory duty to identify and give reasonable preference to those categories of housing need specified in the Housing (Scotland) Act 2001.

In terms of allocations, the principle aims of the Association are:

- To satisfy the needs of the residents of Milnbank Housing Association and make provision for people in the wider community seeking affordable rented accommodation and to make an effective contribution to the reduction of homelessness.

2. LEGAL & REGULATORY REQUIREMENTS

In compiling this document there are a number of legal and regulatory requirements which the Association has incorporated and adheres to when allocating accommodation. These include:

(a) HOUSING (SCOTLAND) ACT 2001

To meet the requirements of this Act, the Association shall have clear rules governing admission to the housing list and the Association's priority for allocating available accommodation.

The Association's Allocations Policy document will be made available free of charge to anyone who applies to be rehoused or who requests a copy. This Policy and application form is also available in braille, large print, audiotape. And translation to other languages on request.

(b) SCHEDULE 7, HOUSING (SCOTLAND) ACT 2001 - BENEFITS FOR STAFF AND COMMITTEE MEMBERS

The Association may grant a tenancy to Employees, Committee Members, former Employees, former Committee Members and close relatives of the aforementioned.

In the event of such a tenancy being granted, the decisions made with regard to this tenancy must comply with the guidelines laid down by The Scottish Housing Regular.

(c) RACIAL DISCRIMINATION

Milnbank Housing Association wishes it to be known that it strives to be an equal opportunity Association and will abide by the Race Relations (Amendment) Act 2000 and seek to implement the provisions of the Race Relations Code of Practice in rented housing as far as practicable. The Act makes it unlawful to discriminate on the basis of colour, ethnic or national origin, race or nationality.

(d) EQUAL OPPORTUNITIES

The Association has implemented and will abide by its Equal Opportunities Policy. The Association will not discriminate against any applicant who applies to be rehoused on the grounds of race, colour, ethnic or national origin, religion, gender, age, disability, sexual orientation, family circumstances or marital status.

To help fulfil its commitment to Equal Opportunity the Association will collect and monitor records of the ethnic/racial origin of all those who apply for housing.

(e) MATRIMONIAL HOMES

The Association will abide by the provisions of the Matrimonial Homes (Family Protection) (Scotland) Act 1981 and any subsequent legislation by endeavouring to meet the housing requirements in a relationship breakdown.

(f) SEX DISCRIMINATION

In terms of the Sex Discrimination Act 1986, the Association will not discriminate on the basis of sex in the provision of housing or services to the public.

(g) DISABILITY DISCRIMINATION

The Association will abide by the Disability Discrimination Act 2005 by not discriminating against disabled people by treating them less favourably than someone else.

(h) DATA PROTECTION

The Association will abide by the Data Protection Act 1998.

The Association will also work to regulative framework such as the Industrial and Provident Societies Act 1965, The Scottish Housing Regulator Performance Standards and other guidance on good practice issued.

(i) HUMAN RIGHTS ACT

The Association will abide by the Human Rights Act 1998 by attempting to address any issues relating from the contents of this legalisation.

3. THE BASIS OF SELECTION

All allocations are made in accordance with the Allocations Policy that is determined by the Association's Management Committee and implemented by the staff of the Association.

The Association operates a points/quota system of allocations based upon housing need. The targets will be: -

- 20% to transfer applicants
(existing tenants of Milnbank Housing Association)
- 80% to external applicants, including homeless referrals made under Section 5 of the Housing (Scotland) Act 2001.
(non tenants of Milnbank Housing Association)

This means that for every 5 vacant properties, 1 will be offered to existing tenants of the Association and 4 to external housing applicants.

The following factors are also taken into account: -

3.1 All information provided by an applicant or sought by the Association to assess the housing need will be treated in the strictest of confidence. This information will only be disclosed to Association staff on a 'need to know' basis in line with the Allocation Procedures.

3.2 There is continuous opportunity for applicants who consider themselves to be in housing need to apply for housing. Applicants must be 16 years old or over.

All completed applications will be entered onto the appropriate list, e.g. 2, 3, 4, 5 apartment etc.

3.3 Removal from the Housing List

The Association may remove an applicant from the housing list for the following reasons:

- the applicant requests that their application be removed from the list
- on the death of an applicant
- the applicant fails to respond to the annual review

3.4 Suspension from the Housing List

Applicants may be suspended from the housing list for the following reasons:

- a) Any applicant, spouse or co-habitee of an applicant who knowingly provides false or misleading information. If a tenancy has been granted the Association may start proceedings for recovery of possession
- b) If an applicant fails to provide the necessary information required to fully assess their application form eg. proof of address/identity, details of current Landlord. Applications will be re-instated onto the housing list once this information has been received and a full assessment has been carried out.
- c) If an applicant has moved out of their current address or changed circumstances. Applications will be re-instated following assessment of a completed Change of Circumstances form.
- d) Where 2 offers of accommodation have been refused by the applicant. Suspension will be for a 1 year period and the applicant should advise after this time if they wish their application to become live again.
- e) Where an applicant or person accompanying the applicant, adopts threatening, violent or abusive behaviour to members of staff or Management Committee.
- f) If an unsatisfactory tenancy reference is received where issues remain unresolved eg. rent arrears outstanding with no ongoing payments being made.

The Services Committee monitor, on a monthly basis, the number of applicants who are suspended or cancelled.

3.5 Homeless Referrals from Glasgow City Council

The Association has a duty to comply with Glasgow City Council when a referral request is made under Section 5 of the Housing (Scotland) Act 2001.

A Protocol has been established with Glasgow City Council and Registered Social Landlords and all referrals are considered within the framework of this Protocol.

All referrals are received through Glasgow City Council East Casework Team and Caseworkers may request a permanent let from the Association at any time.

Once a referral has been received the applicant will be asked to attend an interview in the office to clarify their circumstances, requirements, preferred location and to explain the tenancy terms.

A decision will then be made on the referral and the applicant will be added to the Section 5 Referral List in the appropriate apartment size. Offers will be made in order of the date the referral was received.

One offer of accommodation will be made and if this offer is refused the Casework Team will assess whether or not the Association has any obligations to make a further offer.

4. THE ASSOCIATION'S HOUSING STOCK

4.1 Milnbank Housing Association manages approximately 771 units with a small annual turnover (e.g. in 2008/2009 a total of 51 allocations were made). The size and type of accommodation the Association manages limits the household sizes the Association can assist.

4.2 As the majority of the flats are 2 apartments (approximately 57%), the Association will limit allocation of larger properties to those whose family require such a property.

4.3 Sheltered Housing Accommodation

The Association manages a small stock of sheltered accommodation (30 units) Selection is normally restricted to applicants who are aged 60 years or over and who can demonstrate that they can live independently. Medical verification may be sought by the Association.

Due to the specialised nature of this stock, a separate sheltered housing list will be maintained with applicants being assessed in terms of their need.

4.4 Wheelchair Housing

The Association own and manage 9 wheelchair adapted properties. Selection will be restricted to applicants who can clearly demonstrate the need for such accommodation and must have medical verification.

4.5 The Association has a small provision of accommodation with specialised features (e.g.) community alarm provision, medical adaptations in terms of non-slip shower units and accommodation supplied with fire safety appliances and some provision for the deaf and registered blind.

This accommodation will be allocated to applicants in terms of their need where possible.

4.6 Decant Accommodation

On occasions it is necessary for the Association to use properties from the Housing Stock for decanting purposes. Decant properties are largely used during rehabilitation contracts however decant accommodation may be required to allow the Association to carry out extensive emergency repairs due to fire, flood etc.

The Association will not normally use Sheltered Accommodation for decanting purposes unless in exceptional circumstances. Sheltered housing may be used in an emergency situation.

5. OFFERS OF ASSOCIATION ACCOMMODATION

- 5.1 All completed applications will be entered onto the respective housing list.
- 5.2 Applicants will receive a maximum of two offers of accommodation. If both offers are rejected, the application form will be suspended from the housing list for a maximum period of 1 calendar year, unless applicants can clearly justify their reason(s) for rejecting the offer(s). The applicant will be able to re-apply at the expiry of the suspension period.
- 5.3 All offers will be based on housing need and the availability of vacant stock.

As the Association is committed to building and maintaining a balanced and stable community it seeks to avoid an excessive number of vulnerable households or a concentration of age range and/or lifestyles in one area. At the same time, consideration must also be given to potential problems caused by possible clash of lifestyles.

As such, the Association is required to consider the needs of the existing tenants in an area as well as the needs of the local community before making a specific allocation to an applicant.

The Association, therefore, must be able to exercise an element of flexibility and use of discretion when making individual allocations.

Where it is felt to be inappropriate, inadvisable or against the greater good of the immediate community or the applicant, the Association retains the right to bypass the applicant(s) at the top of the housing list for a particular property. The Housing Co-ordinator must approve the bypassing of any applicant on discretionary grounds, clearly providing a written audit of the reason(s). The applicant(s) bypassed will remain at the top of the housing list and will be considered for the next suitable accommodation that becomes available.

5.4 Where more than one applicant has the same points the following will be taken into account:

- the length of time the applicant has been in known housing need
- the suitability of the property in relation to the needs of the applicant eg. size, medical needs.
- Funding. With regards to New Build properties the funding may determine that allocations are made to existing Glasgow Housing Association or clearance tenants.

No account will be taken of the length of time an applicant has been on the housing list.

5.5 The existence of rent arrears will not debar an applicant from receiving an offer, however Milnbank Housing Association reserves the right to establish what arrangements have been made between the applicant and current landlord and may take this into account in determining whether an offer of accommodation can be made, in accordance with the terms of the Housing (Scotland) Act 2001.

5.6 In applications where harassment, in any form, is evident or where an applicant has a disability or is a known sex offender or from an ethnic background, the Association will work in partnership with the relevant support/advisory body (e.g. Social Work Services, Medical Specialist, Voluntary or Statutory agencies).

5.7 Where an offer of tenancy has been accepted, the applicant will be expected to occupy the property within two weeks of the date of entry or otherwise deemed by the Association.

In the case of a transfer, tenants have two weeks from the date of entry to occupy the new property and return the keys for their existing property to the office. Should a tenant require longer than the two weeks additional rent will be charged at a daily rate until the date the keys are handed in.

6. APPEALS

6.1 Appropriate staff shall point the Application Forms. If the applicant disagrees, a written appeal can be sent to the Depute Director within 14 days of the original decision. If the matter is not resolved by this stage, the Applicant may appeal in writing to the Chairperson of the Management Committee within 14 days of the first appeal decision. At all stages, a written statement can be requested from the Association setting out the reasons for the decisions taken.

The Association will review all issues to ensure that equal opportunity to all is both practised and demonstrated.

Any appeals received will be dealt with in accordance with the Associations Complaints Procedure Policy, a copy of which will be given free of charge on request.

- 6.2 Applicants should note that any member of the Management Committee involved in considering their appeal will not participate in decisions involving any subsequent appeal.

7. ACCOUNTABILITY AND REVIEW

- 7.1 Milnbank Housing Association is responsible to its members, the local community, and its tenants and to the public at large.
- 7.2 This Allocations Policy document should not be seen as static. The Association endeavours to adapt to changing circumstances and the policy objectives are reviewed when deemed necessary.
- 7.3 An annual review process is conducted whereby current applicants are updated on which list they are added to and the total of points awarded.
- 7.4 The Association's target to respond to applicants applying to be rehoused is 10 working days from receipt of all information necessary to point the application form. This notification will include clear details of which list the applicant has been placed within.
- 7.5 The Allocations Policy is monitored monthly by the Services Committee.
- 7.6 The Allocations Policy is reviewed biennially by the Services Committee unless there are significant changes to legislation or is otherwise deemed necessary.
7. The Housing Co-ordinator will manage the implementation of this policy and the day to day Allocations Procedures. All applicants will be assessed by the Management Trainee or Senior Housing Assistant and will be checked and counter signed by the Housing Co-ordinator.

8. THE POINTS SYSTEM

The assessment of housing need is on a points basis and will be based upon the following criteria:

	CATEGORY	POINTS AWARD
1.	<p><u>UNIMPROVED PROPERTIES</u></p> <p>Tenants of the Association currently residing in unimproved properties who require permanent rehousing prior to commencement of works to their existing accommodation. Tenants are given priority in accordance with development site start dates and where more than one family qualifies for the same property priority will be assessed on length of tenancy.</p>	100 POINTS
1a.	<p>This category may also apply where the Association have entered into an agreement with either the Local Authority or another Landlord to assist in the provision of accommodation where the applicant's accommodation is subject to demolition.</p>	100 POINTS
2.	<p><u>MILNBANK HOUSING ASSOCIATION TENANTS</u></p>	
2a.	<p><u>Transfers</u></p> <p>Tenants of the Association requesting an internal transfer will be assessed in accordance with the points categories within the Allocations Policy.</p> <p>Transfer applicants will be visited at home by the Senior Housing Assistant to determine the housing need, check the circumstances detailed in the application form and identify any issues with regards to noticeable rechargeable repairs.</p>	
2b.	<p><u>Milnbank HA Tenant's - Relationship Breakdown</u></p> <p>A Milnbank Housing Association couple who can demonstrate that their relationship has broken down and can no longer reside together will be awarded points under this category.</p> <p>Any offer made under this category will normally be outwith their present area.</p>	40 POINTS

	CATEGORY	POINTS AWARD
3.	<p data-bbox="347 226 595 253"><u>HOMELESSNESS</u></p> <p data-bbox="347 293 1054 501">Where a referral is made by Glasgow City Council East Community Casework Team under Section 5 of the Housing (Scotland) Act 2001 they will be interviewed and added to the relevant Section 5 Referral List in date order of receipt of the referral.</p> <p data-bbox="347 542 1034 607">Other applicants assessed as homeless will be awarded points as follows:</p> <ul data-bbox="347 647 1054 887" style="list-style-type: none"> <li data-bbox="347 647 959 712">- Statutory Homeless, Roofless, No Fixed Abode <li data-bbox="347 719 624 745"> or Homeless Unit <li data-bbox="347 752 932 817">- Victim of violence or abuse in present accommodation <li data-bbox="347 824 1054 889">- Victim of severe racial or other harassment in their present accommodation 	<p data-bbox="1139 647 1302 674">70 POINTS</p> <p data-bbox="1139 719 1302 745">70 POINTS</p> <p data-bbox="1139 790 1302 817">70 POINTS</p>
4.	<p data-bbox="347 902 608 929"><u>OVERCROWDING</u></p> <p data-bbox="347 969 1027 1068">All applicants will receive points where overcrowding or underoccupation occurs. The criteria is as follows:</p> <ul data-bbox="347 1108 1038 1348" style="list-style-type: none"> <li data-bbox="347 1108 1038 1173">- 1 bedroom for applicant and spouse, partner or co-habitee <li data-bbox="347 1214 1007 1279">- 1 bedroom for each 2 children of the same gender under 16 years <li data-bbox="347 1285 1038 1312">- 1 bedroom for each 2 children under 7 years <li data-bbox="347 1319 863 1346">- 1 bedroom for each other person <p data-bbox="347 1395 986 1460">All applicants will be awarded 10 points for each extra or additional bedspace.</p> <p data-bbox="347 1500 1027 1565">*Where an addition to the family is expected, medical confirmation will be requested.</p>	<p data-bbox="1139 1395 1302 1422">10 POINTS</p>

	CATEGORY	POINTS AWARD
5.	<p><u>FIRST ACCOMMODATION</u></p> <p>In order to assist those applicants who are not overcrowded/underoccupied and who are applying for their first property the following applies:</p> <ul style="list-style-type: none"> - All applicants requiring 2 apartment applying for their first accommodation but do not qualify for overcrowding or underoccupancy - All applicants require 3 apartment+ property and applying for first accommodation, but do not qualify for overcrowding or underoccupancy 	<p>10 POINTS</p> <p>20 POINTS</p>
6.	<p><u>LACK OF SECURITY/SHARING ACCOMMODATION</u></p> <p>Applicant living with friends or relatives, under the threat of eviction, residing in tied accommodation, obliged to sell but without enough financial resources to buy other suitable accommodation or tenant without a lease</p> <p>Tenants living in private rented accommodation who have difficulties in making rent payments due to excessive rent charges</p> <p>(NOTE: Applicants can only be considered for Homelessness <u>OR</u> lack of security).</p>	<p>20 POINTS</p> <p>20 POINTS</p>
7.	<p><u>LACK OF AMENITIES</u></p> <ul style="list-style-type: none"> - No bath or shower - No hot water - No cooking facilities - Where cooking facilities are located in the same room as the applicant sleeps 	<p>25 POINTS</p> <p>20 POINTS</p> <p>20 POINTS</p> <p>10 POINTS</p>
8.	<p><u>SHARING AMENITIES</u></p> <p>Applicants who share amenities with those other than their own household will be awarded points as follows:</p> <ul style="list-style-type: none"> - Sharing a bathroom - Sharing a kitchen 	<p>10 POINTS</p> <p>10 POINTS</p>

	CATEGORY	POINTS AWARD
9.	<p><u>UNSATISFACTORY PROPERTY</u></p> <ul style="list-style-type: none"> - If property suffers from long-standing disrepair, dampness or infestation and is unlikely to be resolved in a reasonable time. - Where disrepair, dampness or infestation, exists but is localised <p>Proof of disrepair will be required before points are awarded.</p>	<p>30 POINTS</p> <p>20 POINTS</p>
10.	<p><u>MEDICAL CONDITIONS</u></p> <p>Medical points will only be awarded where it is demonstrated that the current accommodation is unsuitable and by moving to alternative accommodation the applicant, or anyone else in your household, will receive an immediate or long term health benefit.</p> <p>A medical self-assessment form should be completed and further information may be requested from your GP, Hospital Consultant or other medical practitioner.</p> <p>Unless otherwise confirmed by a medical professional, all medical applicants will only be considered for ground or first floor accommodation.</p> <p>If applicants require sole use of a bedroom due to a medical condition verification from a GP or health professional will be required as confirmation of this.</p> <p>Award will be based upon whether the need is high, moderate or low priority.</p>	
10a.	<p><u>High Priority</u></p> <p>Points will be awarded where it is demonstrated that the current accommodation is:</p> <ul style="list-style-type: none"> - greatly exacerbating the medical condition or health problem - severely restricting the person's access to essential facilities within the property - rendering the person housebound - severely restricting the person's daily activities 	60 POINTS

<p>10b.</p>	<p>- the present accommodation is totally incompatible with the person's physical disabilities (EG. an applicant, with a qualifying condition, living on 3rd floor accommodation requiring ground floor accommodation)</p> <p><u>Moderate Priority</u></p> <p>Points will be awarded where it is shown that the current accommodation is:</p> <ul style="list-style-type: none"> - aggravating the medical condition or health problem - restricting the applicant's mobility within the property - making it difficult for the sufferer to enter and leave the property independently <p>(EG. an applicant, with a qualifying condition, living on 2nd floor accommodation requiring ground floor accommodation)</p>	<p>50 POINTS</p>
<p>10c.</p>	<p><u>Low Priority</u></p> <p>Points will be awarded to applicants that demonstrate that their current accommodation is:</p> <ul style="list-style-type: none"> - aggravating the medical condition or health problem - making it difficult for the sufferer to move freely about the house - causing the person mental and/or emotional problems (eg. depression) to such a degree that continued and long term assistance is required from psychiatric services (points will only be considered if accompanied by a Psychiatric report) <p>(EG. an applicant, with a qualifying condition, living on 2nd or 3rd floor accommodation requiring 1st floor accommodation or 1st floor requiring ground floor. Also applicants suffering from depression, with supporting letter from Psychiatrist)</p>	<p>40 POINTS</p>
<p>10d.</p>	<p><u>Additional Medical Points</u></p> <p>If more than one applicant in each household will benefit additional points per person will be awarded.</p> <p>Medical points will not be awarded for environmental factors (eg. general neighbourhood problems, neighbour disputes)</p>	<p>10 POINTS</p>

11	<u>SOCIAL CONDITIONS</u>	
11a.	<p><u>Support</u></p> <p>Points will be awarded to those applicants who need support of, or who have to support, a relative living within the Association's area of activity.</p>	20 POINTS
11b.	<p><u>Employment</u></p> <p>Points will be awarded to those applicants who wish to move to the area for employment reasons. In the case of joint applicants only one set of points will be awarded under this category for each application form.</p> <p>(Proof of employment will have to be provided before these points are awarded)</p>	20 POINTS
11c.	<p><u>Other Social Conditions</u></p> <p>The Association recognises that there are some other situations where there are special needs or exceptional social circumstances not adequately covered under other sections of this Policy.</p> <p>Points under this category may be awarded, at the discretion of the Management Trainee following discussion with the Senior Housing Assistant. For audit purposes the Housing Co-ordinator will confirm these points.</p> <p>It may be necessary to request evidence to support this category eg. Police, Social Work Services, Landlord etc.</p>	30 POINTS

9. GENERAL NOTES

9.1 **NOMINATION ARRANGEMENTS**

The Association may provide up to 100% nomination rights to Glasgow City Council or Glasgow Housing Association where a reprovisioning arrangement or agreement is in place

9.2 **MUTUAL EXCHANGES**

Tenants of Milnbank Housing Association may arrange mutual exchanges with tenants of any housing association or local authority. The in-coming tenant will be subject to the same inspections as other applicants, and must be of a suitable family size for the property. The incoming tenant must accept the condition of the flat as viewed.

The Association may refuse a Mutual Exchange in situations where:

- There is an ongoing investigation or history of anti-social behaviour
- Receipt of an unsatisfactory tenancy reference
- the mutual exchange will result in overcrowding of the property
- the mutual exchange will result in underoccupation of the property

A register of Mutual Exchange applicants is held in the Association's Reception area.

(c) **SHARED OWNERSHIP**

The Association has a small stock of Shared Ownership properties whereby the occupant part owns a share and rents the remaining part from Milnbank Housing Association. Details of this scheme are detailed in the Shared Ownership Policy that is available on request.

(d) **MoveUK (formerly HOMES SCHEME)**

As services under 'moveUK' have ended the Association will, where possible, contact other housing providers on an applicant's behalf to find out the best way of applying to move within their area of operation, whether or not they are able to accept a referral and will also provide as much information as possible to assist with process.

10. PEOPLE WITH SUPPORT NEEDS

(a) CARE IN THE COMMUNITY

The Association is committed to Care in the Community provision. In addition to assisting existing tenants, referrals from Social Work Services are considered.

The Association has Lease Agreements with various Special Needs Organisations, the occupants of which are encouraged to become mainstream tenants of the Association and live independently.

(b) SUPPORTED ACCOMMODATION

The Association owns and manages a small stock of specialised accommodation that offers support to vulnerable females. The allocation of this accommodation is via Glasgow City Council Social Work Services. Applicants will be advised by the main office who to contact for this accommodation.

(c) FURNISHED ACCOMMODATION

The Association has a small provision of furnished accommodation that shall be allocated to suitable housing list applicants.

APPENDIX 1

LIST OF NON ELIGIBLE CONDITIONS FOR MEDICAL PRIORITY POINTS

Addison's disease	Back strain
Agoraphobia	Behavioural Problems
Alcoholism	Bladder Stones
Amnesia	Blindness
Anaemia (unless caused by other disease)	Brucellosis
Anorexia	Bunions
Anxiety State	Bursitis
Asthma (unless accompanied by clinician's report)	Deaf
Arthritis (neck, shoulders, arms)	Depression (unless accompanied by Psychiatric report)
	Dermatitis
Cancer (unless affecting mobility and non terminal)	Dementia
Cartilage Tears	Diabetes (unless complicated by other disease)
Cholecystitis	Drug addiction
Claustrophobia	Duodenal Ulcer
Colic	Ear infections
Colitis	Eczema
Colostomy	Epilepsy
Crohn's disease	Fallen arches
Cystitis	Fractures (upper limbs, arms and ribs; within 1 year)
Gall stones	Foot strain
General debility	Frozen shoulder
Glandular fever	Irritable bowel syndrome
Hayfever	Jaundice
Hepatitis	Kidney stones
Hernia	Leukaemia
High Blood Pressure	
Hypertension (unless accompanied by chest or leg pain on walking)	Ligament tears around joints
Hysterectomy	Lumbago
Neurosis	Mastectomy
Neuralgia	Meningitis
Oedema	Migraine
Panic attacks	Myxoedema
Pelvic inflammation	Pancreatitis
Phlebitis	
Pneumonia	Peptic ulcer
Psoriasis	Peritonitis Pleurisy
Psychiatric illness (unless with psychiatric report)	Pregnancy
Rhinitis	Pyelitis

Schizophrenia (unless with psychiatric report)	Raynaud's disease
Sinusitis	Sciatica
Thyroid disease	Slipped disc
Thrush	Spondylosis
Tonsillitis	Thrombophlebitis
Tuberculosis	Thyroidectomy
Ulcers	Tuberculosis
Venereal disease	Varicose veins
Vitamin deficiency	Vertigo
Weil's disease	