Are you homeless or threatened with homelessness?

If you are homeless and have nowhere to stay, we can give you help and advice straightaway. One of our Homelessness and Advice Officers will see you the following day and will help you with your housing problem.

If you have somewhere to stay but have been told to leave or have to leave, a Homelessness and Advice Officer will interview you within five working days. If you can’t come to this interview, we will arrange another one for you as soon as we can.

Wherever possible, the same Homelessness and Advice Officer will deal with your case from start to finish (except when the officer is ill or on holiday). You will always know the name of the person dealing with your case, where they work and how to get in touch with them.

We will let you know whenever there is a development in your case.

We will make sure that you are told of your legal rights and given information about where else to go for independent advice and help with your case.

If we can’t give you permanent council housing, we will give you advice and help you to find other housing.

We will explain all decisions about your case to you carefully. If you are unhappy with our decisions, we will tell you:

- how you can appeal against any decision
- where you can get help with your appeal.

You can also use the Council’s Feedback complaints procedure – please get a form from your Homelessness and Advice Officer, or ask at any of our offices.

Information

If you would like a copy of the Charter, please ask and we will give you a print-out, together with other useful information.

If you are a victim of domestic violence or abuse, please ask the Homelessness and Advice Officer for the Domestic Violence and Abuse information sheet.

If you would like this information in Braille, Moon or on audio tape, or in your own language, please contact the Public Information Officer on 01620 827199.

Freephone Advice Line

0800 1691611