

Homelessness

Our staff and contractors will:

- Aim to see you without an appointment in an emergency, however we can offer you an appointment to discuss your situation within five working days.

- Visit you at home within three working days of your request.

- Send you a written summary of the advice we gave within five working days of your visit.

- Refer you to another agency or housing association (where applicable) within five working days of your case beginning.

- Give you a decision on your homelessness application within 33 working days and notify you in writing of the outcome.

- Only evict tenants as a last resort when tenancy conditions have not been met.

- Provide you with advice and assistance on how to prevent becoming homeless.