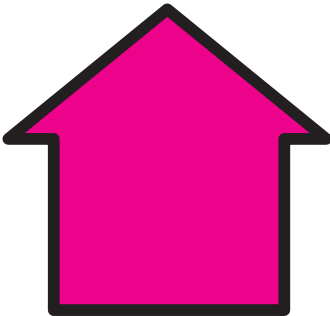


Nowhere to live



Service Standards

Nowhere to live

This leaflet explains what you can expect from the Council if you are homeless or feel that you are likely to be homeless or threatened with homelessness within the next few weeks. This explains the Council's duties and responsibilities to homeless applicants.

You may be homeless or threatened with homelessness if you don't currently have anywhere to live, or if you have received a Notice to Quit your home or it is not reasonable for you to return home.

If you feel that you may fall into one of these categories you should contact a Housing Advisor who will aim to assist you.



What can you expect from us?

- Your situation will be assessed and the Council will decide whether or not it is appropriate to take a Homelessness Application from you or to go down the Housing Options route. This is where the Council feels that with the appropriate assistance your homelessness can be prevented or delayed for a period of time.
- If a Homelessness Application is taken a Decision Letter will be sent to you within 28 working days of your application being made – this is subject to the availability of all the information we have requested from you.
- If we are unable to make a decision on your application within the 28 days we will write advising you of why and when you can expect an answer.
- If we accept you as homeless we aim to avoid the use of bed and breakfast accommodation, however in some situations it may be unavoidable.

- A solution to your homelessness will be identified and it may be within either the social housing or private sector.
- Only one reasonable offer of accommodation will be made – that means that it is a suitable size for your household and is located within East Hampshire.
- If you are unhappy with any decision made you have the “Right to a Review” (details of how you can do this are contained within your decision letter).
- Should you be unsure or unhappy with any information you receive you can seek independent advice from the local Citizens Advice Bureau, details of which will be made available to you.




What we expect from you:

- That you provide accurate information.
- Any information requested should be forwarded/sent to the council within 10 working days of the request or there may be a delay in the decision being made.
- You need to advise us of any change in your circumstances.
- Any refusal of accommodation must be in writing detailing the reasons why.
- Any request for a review must be in writing.

If you have any further queries please contact us on:

 01730 234341

 Housing Options and Advice
East Hampshire District Council
Penns Place
Petersfield
Hants
GU31 4EX

 www.easthants.gov.uk

What to do if you are unhappy with our service

We hope that there will never be a need for you to complain about Housing & Property Services but we know that things can sometimes go wrong, and when they do we need to know.

Your complaint can help us, not only to deal with your particular problem, but also to take action to prevent similar occurrences in the future.

How to make a complaint

First of all, let the person you have been dealing with know and they will try to resolve any problems quickly and explain what has been done and why. If you are still dissatisfied, you can make a complaint in any of the following ways:

Call

If you know the direct dial number you can ring them direct. If not you can call our main switchboard number 01730 266 551

Click

You can make a complaint via our website www.easthants.gov.uk follow the links from the front page under 'contact us'. The website will also tell you what happens next.

Come in

You can speak to someone in person, it may help if you ring and make an appointment first, to ensure that the right person is there to see you

Contact us in writing

You can write to us at the following address:

Housing & Property Services
Penns Place
Petersfield
Hampshire
GU31 4EX

If you are still dissatisfied then your local councillor or MP may be able to help you. For further impartial advice you can contact the Citizens Advice Bureau.