



## Are you homeless? We can help

### Housing Services



If you think that you will become homeless in the near future please contact your local office straight away for advice. Please do not wait until you have nowhere to stay – we may be able to prevent you from becoming homeless

#### **What happens when I contact Housing Services?**

You will be offered an interview to discuss your situation. You will be asked for proof of identity and you will also be asked to provide any information which will help us make a decision. This could be a notice to quit, an eviction notice, supporting letters from your doctor or solicitor, or anything else that is relevant. If you do not have a current housing application form you will be asked to complete one at this stage.



#### **What happens next?**

We will assess your homeless application and let you know what our duties are towards you in terms of current homeless legislation. We will give you a written decision on your application within 28 days.



*Supporting people to live  
independently, safely and securely in  
a vibrant community*



## **What happens if I am assessed as homeless?**

If the decision is made that you are homeless we will give you temporary accommodation if you need it.

If you have become homeless unintentionally – i.e your homelessness was not caused by your actions – and you have a *local connection* to Argyll and Bute we will secure settled accommodation for you, or help you to find settled accommodation.

Settled accommodation can mean permanent housing with a housing association, or in the private sector.

It is important to note that it can take time to secure permanent accommodation, particularly with a housing association.

## **Do I have a *Local Connection*?**

If you are unintentionally homeless the Council will have a duty to find permanent accommodation for you in Argyll and Bute if any of the following apply:-

- You have been living in Argyll and Bute for 6 of the past 12 months, or at least 3 years during the past 5 years
- You have family in Argyll and Bute who have been resident in the area for the last 5 years
- Are employed in Argyll and Bute
- Have special circumstances which have been accepted by the Council

## **What happens if I am assessed as intentionally homeless?**

If you lost your accommodation because you deliberately did something or failed to do something which resulted in you becoming homeless, you may be assessed as *intentionally homeless*.

If so, we will give you temporary accommodation for a reasonable period of time and help you to explore all of your housing options and find somewhere permanent to live.

## **Can I ask for a review of the Council's decision?**

Yes. You have 21 days from the date of any decision in the process to ask the Council to review the decision. A senior officer who was not involved in making the original decision on your homeless application will review the decision. We have 28 days from the receipt of the appeal to give you a written decision.

Impartial, independent housing advice is available from  
Argyll and Bute Citizens Advice Bureau  
on 0845 612 3808.

## **Argyll and Bute Council Housing Service - Local Offices**

### **OBAN - 01631 567 926**

Municipal Buildings, Albany Street, PA34 4AW

### **LOCHGILPHEAD – 01586 555 936**

Manse Brae, Lochgilphead PA31 8RD

### **CAMPBELTOWN - 01586 559 013**

Burnet Building, St John Street, PA28 6BJ

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**DUNOON – 01369 708 689**

Dolphin Hall, Manse Avenue, PA23 8DG

**ROTHESAY - 01700 501 332**

Union Street, PA20 OHD

**HELENSBURGH - 01436 658 806**

Helensburgh & Lomond Civic Centre, East Clyde Street,  
Helensburgh, G84 7PG

**Out of Hours Homeless Line**

**0345 056 5457**

**e-mail:- [housingservices@argyll-bute.gov.uk](mailto:housingservices@argyll-bute.gov.uk)**

Argyll and Bute Citizens Advice Bureau	01546 605 550
Shelter (Scotland)	0808 800 4444
Bute Advice Centre	01700 502 784
Argyll and Bute Women's Aid	0870 241 3548
Scottish Domestic Abuse Helpline	0800 027 1234
Emergency Social Work	01631 566 491 01631 569 712
NHS 24	111