

Your Homeless Interview

A Guide for Applicants

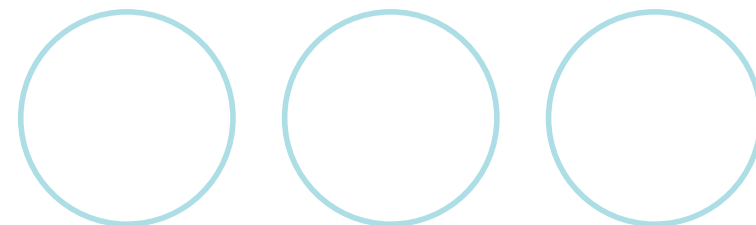


Falkirk Council
Corporate & Neighbourhood Services



Your Homeless Interview

This leaflet tells you what will happen when you come to an interview to discuss your housing situation with the Assessment Officer. We hope that it will answer some of the questions you may have. However, if you have any other queries, please ask your Assessment Officer when you see them.



Who will interview me?

When you attend for interview, you will be seen by an Assessment Officer who has specialist knowledge of homelessness.

Attending a homeless interview is very important as it allows you to talk to the Assessment Officer about your housing situation. The interview will be held in private and anything you say will be treated as confidential. The same Assessment Officer will deal with your case from start to finish so you will always know the name of the person dealing with your case and how to get in touch with them. You can be interviewed by a member of staff who is the same sex as you if that is what you want. We try to offer this choice to everyone wherever possible.

It is very important that you are honest and frank about your circumstances during the interview. If you don't tell the Assessment Officer certain information it may take us longer to make a decision on your homeless application or it could mean that you are not offered temporary accommodation which you are entitled to.

You have the right to bring a friend, relative or support worker along to your interview.

What will the Assessment Officer need to find out?

During your interview, your Assessment Officer will ask you a number of questions about your personal circumstances. They may ask you to provide information or ask for your written permission to contact other people for more information or to confirm what you have told us. If you have been asked to provide other information it is important that you do this as quickly as possible. A checklist of useful items is provided at the back of this leaflet.

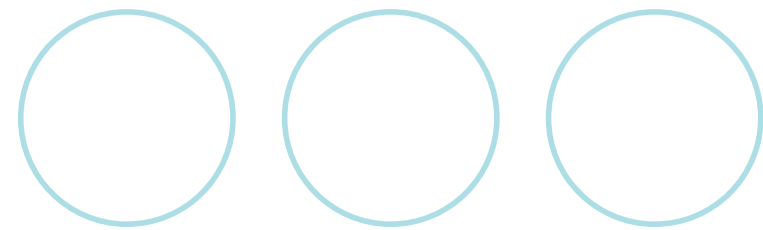
The assessment officer needs to find out:

- ♦ if you are homeless
- ♦ if you have priority need
- ♦ if you are unintentionally homeless
- ♦ if you have a local connection

Am I Homeless?

You may be homeless if you have nowhere you can stay, if you have accommodation that you can't live in, or you are going to become homeless within 2 months.

If you are homeless, you will be offered temporary accommodation while we investigate your application. The leaflet "Your Temporary Accommodation" explains the type of temporary accommodation that is available throughout the Council area. You can get this leaflet from the Accommodation Resource Centre (ARC) or online at www.falkirk.gov.uk.



Am I a priority?

You will be classed as having a priority need if:

- ♦ *you have dependent children living with you*
- ♦ *you or a member of your household are pregnant*
- ♦ *you or a member of your household are 16 or 17 years old*
- ♦ *you have lost your home because of an emergency such as fire or flood*
- ♦ *you are vulnerable due to old age (60 years or older)*
- ♦ *you are experiencing or are at risk of domestic abuse*
- ♦ *you are under 21 years old and were in care on or after your 16th birthday*
- ♦ *you or a member of your household are mentally ill, physically disabled or vulnerable for another reason*



Am I intentionally homeless?

You may be intentionally homeless if you have done something or failed to do something, which has resulted in you losing your home. This could have been not paying your rent or mortgage, or behaving in an antisocial way.

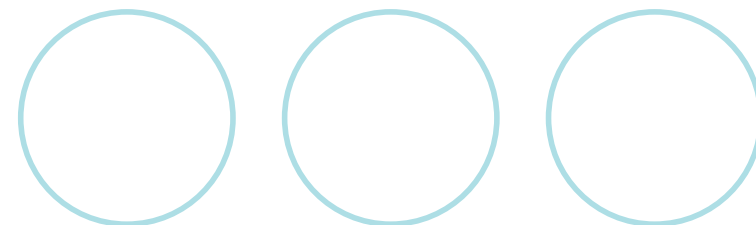
Do I have a local connection?

You have a local connection if you have close family links in the Falkirk Council area, you are employed in the Falkirk area, you have lived in this area for a significant period of time or you have recently left the armed forces.

How will my application be assessed?

The Assessment Officer looks at each case individually and carefully before reaching a decision. The leaflet "Homeless Assessment – A Guide for Applicants" explains how we assess your application for homeless priority and how we reach our decision. This leaflet is available from the Accommodation Resource Centre (ARC) or online at www.falkirk.gov.uk.

When the Assessment Officer has made a decision on your homeless application, we must let you know and explain the reasons for our decision. We will do this in writing and we will try to give you our decision as



quickly as possible. From the date of your application, we aim to assess your situation within 28 days. This can sometimes take longer depending on your circumstances.

If the Assessment Officer finds that you are in priority need, unintentionally homeless and have a local connection, you will be entitled to an offer of permanent housing. You will be given temporary accommodation until an offer of suitable permanent housing can be made.

The HOMESPOT information booklet gives more information on how to access permanent housing. This is available at the ARC or online at www.falkirk.gov.uk

If the Assessment Officer finds that you are homeless but not in priority need in terms of the law, you will be offered temporary accommodation for a reasonable period of time while you find somewhere else to live. Our staff can help you complete housing application forms and give detailed advice on your housing options. This might include:

- ◆ *Details of Falkirk Council's Allocations Policy and availability of accommodation in the Falkirk area*
- ◆ *Details of housing available from other Registered Social Landlords in the area i.e. Housing Associations.*
- ◆ *Renting from a private landlord.*

Can I appeal about my homeless assessment?

If you don't agree with the decision, you can ask for it to be reviewed. The leaflet "Homelessness Appeals Process" explains how the Appeals Process works and is available from the ARC or online at www.falkirk.gov.uk.

Can I appeal about my temporary accommodation placement?

You can appeal about an offer of temporary accommodation made to you in connection with your homeless applicant. The leaflet "Homelessness Appeals Process" gives more information on how to appeal your temporary accommodation placement and is available from the ARC or online at www.falkirk.gov.uk.

Independent Advice

At any time during your homelessness assessment you can seek independent advice from a solicitor, Citizens Advice Bureaux or Shelter. The local contact details are listed below.

Citizens Advice Bureaux

Falkirk CAB
27 - 29 Vicar Street
Falkirk
FK1 1LL
Tel: 01324 611244

Denny and Dunipace CAB
24 Duke Street
Denny FK6 6DD
Tel: 01324 823118

Grangemouth and Bo'ness CAB
1 Kerse Road
Grangemouth FK3 8HW
Tel: 01324 483467

Legal Advice

Shelter Housing Advice Helpline:
0808 800 4444

Can give free, independent and confidential advice on all housing matters.

Local Solicitors

A list of local solicitors can be found in the "Yellow Pages"

Local solicitors with knowledge of housing law can be found by contacting:

The Law Society of Scotland
26 Drumsheugh Gardens
Edinburgh EH3 71R
Tel: 0131 226 7411

Contact List for the Accommodation Resource Centre and Neighbourhood Offices/One Stop Shops

Accommodation Resource Centre

21-25 High Street
Falkirk
FK1 1ES
01324 503600
Freephone 0800 587 4440

Bo'ness One Stop Shop

24 East Pier Street
Bo'ness
EH51 9AB
01506 778899

Denny One Stop Shop

Carronbank House
Carronbank Crescent, Denny
FK6 6GA
01324 504050

Callendar Square One Stop Shop

Callendar Square
Falkirk
FK1 1ZF
01324 506868

Grangemouth One Stop Shop

5 York Lane
Grangemouth
FK3 8BD
01324 504550

Camelon One Stop Shop

256 Main Street
Camelon, Falkirk
FK1 4DY
01324 503640

Stenhousemuir One Stop Shop

398 Main Street
Stenhousemuir
FK5 3JR
01324 503340

Dawson Centre

David's Loan
Falkirk
FK2 7RG
01324 501450

If you would like this information in another language, Braille, LARGE PRINT or audio please contact the ARC or one of our Neighbourhood Offices or One Stop Shops.

اذا كنت تحتاج لهذه المعلومات بلغة أخرى، بربيل، أحرف مكبرة أو لغة إشارة، فارجوا منكم الاتصال بمركز الإسكان أو واحد من تيوبز هود أوليمبيز / رين ستوب شوبس. هناك قائمة بأرقام الهواتف و العالوين مشورة في نهاية هذا الكتاب.

اگر آپ کو یہ معلومات کسی دوسری زبان، بربیل، بڑے حروف یا اشاریہ کی ضرورت ہو تو براہ کرم ARC یا کسی ایک نوبھڈ آفس یا ون اسٹاپ شاپ سے رابطہ کریں۔ اس کتاب کی آخری صفحہ پر اس کی فہرست اور فون نمبرز دیئے گئے ہیں۔

ਜੇਕਰ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਪੰਜਾਬੀ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਖ਼ੁਪ ਕਰਕੇ ਐਕਮੋਡੇਸ਼ਨ ਰਿਸੋਰਸ ਸੈਂਟਰ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

如果你希望獲得此份表格的其他語言譯本，凸字印刷，大號字體或錄音帶，請與 Accommodation Resource Centre 或 Neighbourhood Offices/ One Stop Shops 聯絡。在這本小冊子的末頁有一份聯絡地址和電話號碼。