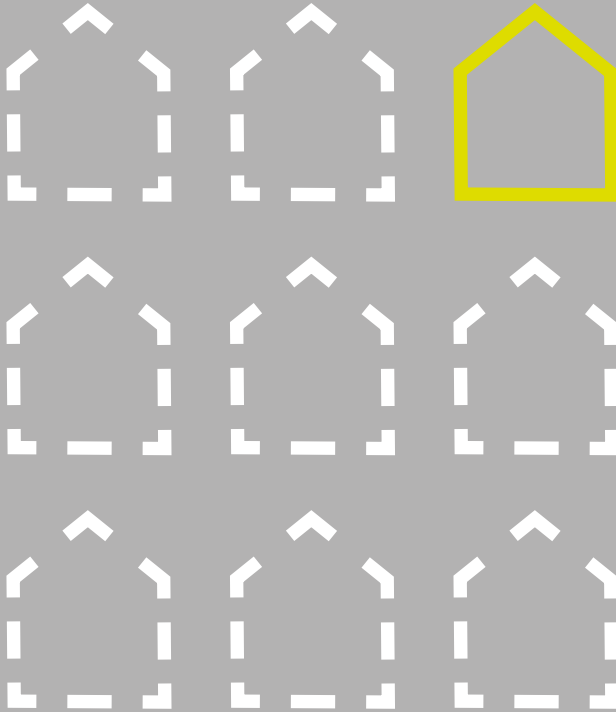


**CUSTOMER
APPROVED**

Homelessness and Allocations



Homelessness

We realise becoming homeless can be a stressful time. Our aim is to support you to find a new home as quickly as possible. If needed, we can provide temporary accommodation while an Assessment is being carried out. Our temporary accommodation is fully furnished, and rent begins when you receive the keys until you terminate your tenancy at this address. Any arrears are your full responsibility.

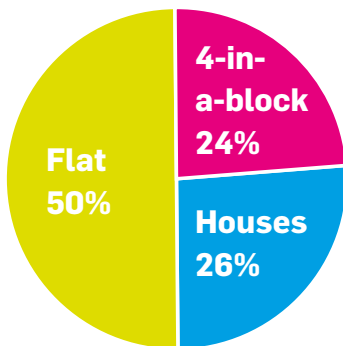
Support is available for moving and storage – please contact our team to discuss.

Our Housing Stock

Although we have a large portfolio of properties only 6 – 8% of our stock becomes vacant for re-letting yearly. Half of our vacancies are flats and the other half is a mix of four in a block apartments and houses. Vacancies vary across our ten different lettings areas.

Supply

Allocations



Allocation/Types/Catchments



Bo'ness



Bonnybridge



Dawson



Braes



Denny



Falkirk Central



Falkirk East



Falkirk West



Grangemouth



Larbert Stenhousemuir

Nearly half of vacancies are currently awarded to 'Seekers' (i.e. people who are experiencing homelessness).

Assessment and Bidding

Our Housing Needs Assessment Officer will carry out your assessment and discuss our choice based letting system with you. If the outcome of the assessment is that you are entitled to a secure/permanent tenancy you would become a 'seeker' and can start bidding. You will only be made one offer of accommodation (secure/permanent tenancy). If you refuse the offer we might be unable to assist any further and you will have to move out of your temporary accommodation.

If you have not made any bids on advertised properties that suit your need for three months, you will be directly matched to the next available property. If there is no suitable properties to your needs, please contact our team.

When offering you reasonable (what properties the Council normally has available) secure/permanent accommodation, we will do our best to take into consideration access to:

- friends and family who actively support you
- your place of work
- your children's current schools
- suitable healthcare services you depend on
- support services to help you maintain your tenancy

We are actively trying to make homelessness as short as possible. To help you to consider vacancies that come up you may wish to rank your personal factors on our table below (1 – being the most important, 10 – being less important)

FactorMy
Personal
Ranking

Example

Cost		3
Bedroom size		5
Location		4
Safety and security		6
Work and leisure		1
Support (formal/informal)		7
Education		10
Garden		9
Health/disability		8
Transport, shops etc		2

Right to Review

If you do not agree with your Assessment decision, believe your temporary accommodation is unsuitable or if you have been offered secure/permanent accommodation and do not wish to proceed you have a legal right to a review. We would advise you to get independent professional advice.

Reviews are carried out by a senior officer not directly involved with decision making on your case.

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Falkirk Council