

Temporary accommodation

If you are homeless you will be offered temporary accommodation while investigations are made into your application.

(See “Your Temporary Accommodation” leaflet for further details)

If, following our investigations, you are homeless but not in priority need, in terms of Homelessness legislation, you will be offered temporary accommodation, for a reasonable period, to enable you to secure alternative accommodation. You will also be allocated a Tenancy Support worker who will assist you in finding alternative accommodation.

Our staff can help you complete housing application forms and give detailed advice on all your housing options.

- Details of council house stock and availability.
- Details of housing available from other Registered Social Landlords in the area.
- Renting from a private landlord.

Our booklet “A Guide to Social Housing in South Ayrshire” gives further information.

If you are in priority need, unintentionally homeless and have a local connection you will be offered permanent housing. You will be given temporary accommodation until suitable permanent housing is found.

Our leaflet “Your Permanent Accommodation” gives further details

This leaflet is available in other languages and formats on request.

یہ کتابچہ درخواست کیے جانے پر دوسری زبانوں اور اشکال میں دستیاب ہے۔

本手冊備有其它語言和格式的版本以供索取。



your homeless appointment

What happens next?



Your homeless interview

It is helpful if you can bring the following information with you to your interview: Proof of your identity, your National Insurance No., verification of your household's income, a copy of your lease if you are a private tenant and any other information, which will help us assess your application.

You have the right to be accompanied at the interview by a friend, relative or support worker.

During your interview your Homeless Officer will ask you a number of questions about your personal circumstances and may also ask for your written permission to contact other people for additional information or to confirm what you have told us. All this information is needed to enable us to make the correct decision on your application.

The Homeless Officer needs to find out:

- If you are homeless
- If you have a priority need
- If you are unintentionally homeless
- If you have a local connection

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

You would be classed as having a priority need if you are:

- Pregnant
- Have dependent children
- Homeless because of an emergency e.g. flood, fire
- A young person leaving care, aged 16 or 17 or under 21 and previously looked after by the local authority.
- Vulnerable, because of e.g. old age, physical disability, long-term ill health, mental health problems or other special reasons e.g. being at risk of abuse or harassment.
- Been discharged from hospital, prison or armed forces.

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. For example: failing to pay your rent or mortgage or, breaking your tenancy agreement.

Do I have a local connection?

You have a local connection if you have a family connection with South Ayrshire or have lived in South Ayrshire for 6 months out of the last 12 months or 3 years out of the last 5 years.

Assessing your application

The homeless officer looks at each case individually and carefully examines all the information before reaching a decision.

We will try to give you our decision as quickly as possible. Most cases are assessed within 14 days.

We will notify you of the decision, in writing, giving you reason(s) for the decision. If you think we have made a wrong decision you have the right to ask for the decision to be reviewed.

You also have the right to get independent legal advice.

See "Homeless Review Procedure" leaflet

Temporary Accommodation: See over

Am I homeless?

Am I a priority?