



Are you Homeless?



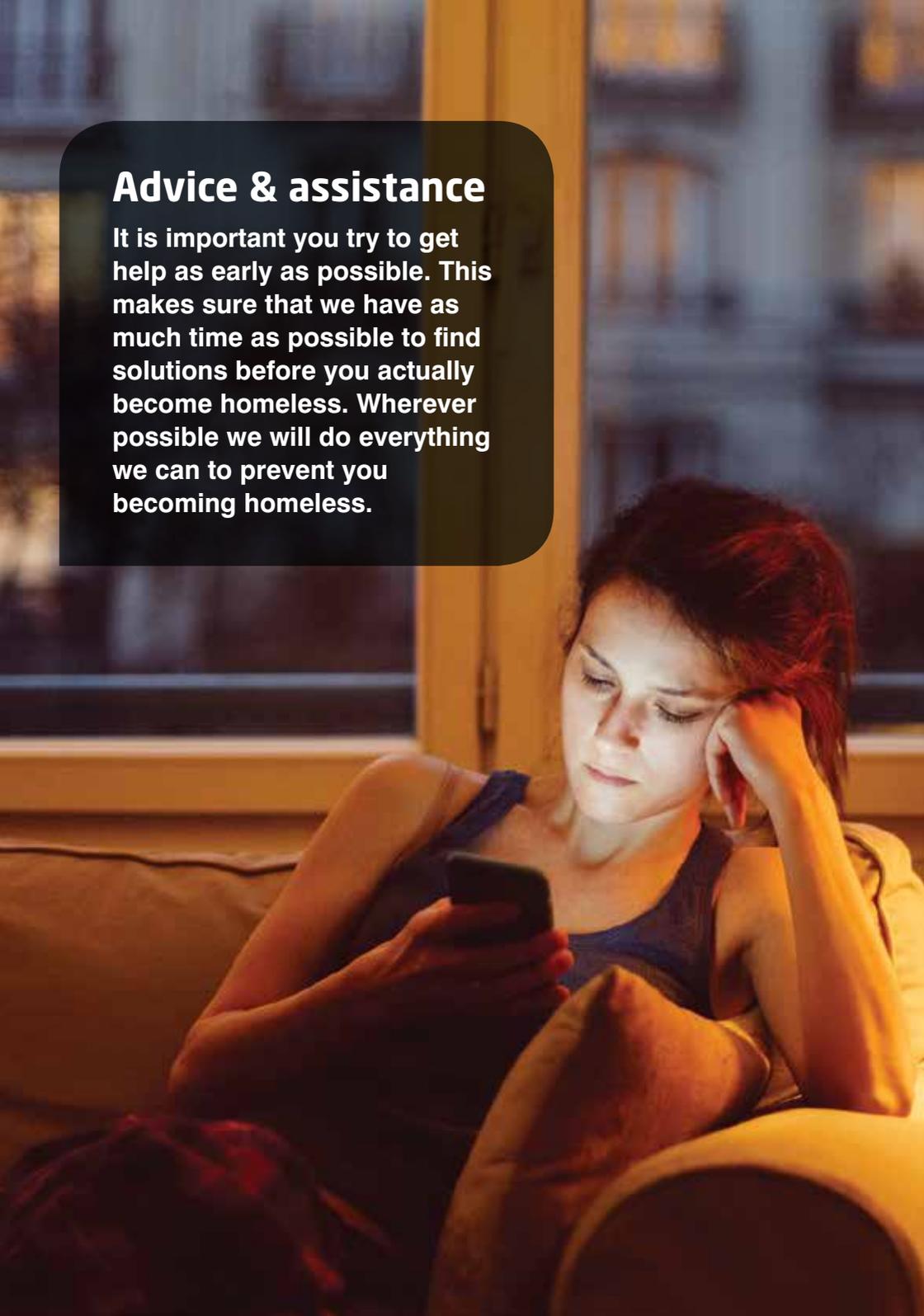
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North Ayrshire Council
Comhairle Siorrachd Àir a Tuath

Advice & assistance

It is important you try to get help as early as possible. This makes sure that we have as much time as possible to find solutions before you actually become homeless. Wherever possible we will do everything we can to prevent you becoming homeless.



Threatened with homelessness

If you are at risk of becoming homeless or are 'threatened with homelessness' within 56 days please advise us immediately and we will arrange for you to be seen.

Wherever possible, we will work with you to help you avoid losing your accommodation. We can contact people like your landlord or your mortgage provider, and try to negotiate with them to try to prevent you from becoming homeless.

You may be at risk of losing your home because you find it difficult to pay the rent or mortgage. We can help you to claim any benefits you are entitled to, make sure you have enough money to live on, and ensure you can pay your rent. If you have a mortgage and are finding it difficult to make the monthly payments, we can put you in touch with agencies that can help you deal with this.

We can also get you access to a housing support worker or appropriate health services if this is required. Referrals can be made for debt counselling or we can put you in touch with a specialist agency to make sure you have all the benefits that you are entitled to.

You are homeless if:

- You have no accommodation that you can legally live in;
- You are forced to live separately from your family who you normally live with, because you have no accommodation that you can live in together;
- You have accommodation but can't live in it, for example, you have been illegally evicted or someone is using force to prevent you from living in it; or
- You may be at risk of violence from someone living within your home.

Yes, I am homeless. What should I do?

If you are homeless, or are likely to become homeless within 56 days, you should first visit our Housing Advice Team based at Galt House, 31 Bank Street, Irvine, KA12 0LL.

An appointment can be arranged by telephoning 01294 314600. We also operate a drop in service for individuals who require emergency temporary accommodation. Please note that this is on a first come, first served basis and you may need to wait to be seen.

We keep all of your details confidential and we will only use your information to assess your application under the conditions of the Housing (Scotland) Act 1987 as amended. This is the law which deals with homelessness.

The office's opening times are:

Monday – Thursday

9.00am to 4.45pm (see the note below*)

Friday

9.00am to 4.30pm

***note:** On the second Thursday of every month, the office will be closed from 1.30pm to 4.45pm for staff training purposes.

The appointment is an opportunity to speak face to face with an Advisor and discuss your current situation.

- The appointment will take place in a private room to ensure the conversation is confidential.
- A same sex interview can be arranged if required.
- If you wish, you can bring along a friend, carer or advocate.
- If English is not your first language, or you have a visual or hearing impairment, please let us know before your appointment so we can arrange to have the appropriate service available, for example, translation services, sign language service.

It is very important to give us the correct information or you could be breaking the law.

If you cannot make it to the office (for example, because you have a disability or difficulty getting to the office), then we can make other arrangements to see you.

What if I become homeless out with office hours?

We run a standby service out with office hours. You can use this if you need emergency temporary accommodation. You should telephone 0800 0196 500 (this number is free from landlines).

What sort of questions will you ask me?

During your interview, we will ask you lots of questions including your last address, how you came to be homeless and whether you have any medical conditions. We may also ask you to give us financial information if, for example, you have lost accommodation because you missed mortgage or rent payments. It is in your best interests to give us as much information as possible at your first interview.

You will be asked to sign a declaration to confirm the details you have given and to allow us to investigate your case.

We run a standby service out with office hours. You can use this if you need emergency temporary accommodation.

0800 0196 500



What should I bring with me to my interview?

We recommend you bring as much information as you can in relation to your housing need, for example, tenancy agreements, notice to quits, bank statements, proof of your financial circumstances. Please also bring identification such as a valid passport, birth certificate, driving licence, biometric residency card. This will help us make a decision about your application much more quickly.

If you are unsure please contact us on 01294 314600 and we will be able to confirm what you should bring.



Bring as much information as you can, this will speed up the application decision.

How will you decide how to help me?

We have a legal responsibility to assess your homelessness. This means that we need to decide:

- whether or not you are homeless;
- if it was reasonable for you to remain in your accommodation
- or that you had deliberately done or failed to do something resulting in you leaving your accommodation
- if you have a local connection to North Ayrshire.

How we help you will depend on the outcome of the above assessment.

We will let you know what is happening with your homeless application regularly, but you can speak to a member of the team whenever you choose.

We may ask you to give us more information to help us in assessing your application. If you are having difficulty getting this information you should speak with your housing support worker immediately.

We will send you a letter within 28 days advising of your homeless decision. If you have any questions regarding the letter; either a member of the team or your housing support worker can go through this with you.

Reviewing your decision

If you do not agree with the decision we make, you have the right to ask for a review. You can ask for a review by letter, in person or over the telephone. We will include details on how to ask for a review in your decision letter.

What help can I expect to receive?

We will work with you to try and secure a housing outcome which meets your needs, irrespective of our decision on the condition that you continue to work with us.

Whilst we are investigating your homelessness we will provide temporary accommodation if you need it until:

- we have made a decision on your case, including any review process;
- you have been offered permanent accommodation by us, from one of the local registered social landlords
- you have found your own accommodation.

What is Temporary Accommodation?

We have different types of temporary accommodation to meet your needs, including supported hostels, refuge accommodation and furnished flats situated throughout North Ayrshire. If you think that the temporary accommodation we have given you is not right for your needs, speak to either the Housing Advice officer or your housing support officer.

Support

During your first week in temporary accommodation, we will introduce you to a housing support worker who will work with you while you are homeless to resolve any support issues and link you with relevant services. Your support worker will also help you move into any new accommodation that we offer you.

Permanent offers of housing

If you are entitled to permanent accommodation, we will make you one suitable offer of housing. However, you can appeal against the offer should you believe it is unsuitable to your needs. If you want to appeal against an offer of housing you should write to the local housing area manager, explaining your reasons fully. They will review the offer of housing and send you a letter with their decision.

If following the review, the offer is deemed to be reasonable and you refuse this; we will have met our legal responsibility and may ask you to leave your temporary accommodation.

If we cannot help you secure a permanent offer our Officers will provide enhanced advice and assistance to try and source a housing outcome for you.

You must get advice before you decide to leave or sell accommodation that you have the right to live in.



Independent advice and information

If you want help or information from an organisation not connected with us, you can get it free of charge at the Community Housing Advocacy Project. Their telephone number is 01294 475636.

Final points to remember

If you are at risk of losing your home, you must get help immediately. Acting quickly can prevent you from becoming homeless.

If you are a tenant, your landlord will normally have to apply to the Sheriff Court for a repossession order before they can legally evict you.

You must get advice before you decide to leave or sell accommodation that you have the right to live in.

Useful contacts

Housing Advice Team

01294 314600

**Out of Hours Homeless
Stand By**

0800 0196 500

**North Ayrshire Council
Housing Support
Services**

01294 317370

Community Safety Team

01294 314640

**Barnardos North
Ayrshire Families Service
(BNAFS)**

01294 556208

Welfare Reform Team

01505 681034

Scottish Welfare Fund

01294 310001

**Veterans Services -
SSAFA**

020 7403 8783

Citizens Advice Bureau

Irvine 22a Eglington Street,
Irvine, KA12 8AS

01294 278051

**Community Housing
Advocacy Project
(CHAP)**

01294 475636

**Ayrshire Homelessness
& Prevention Services
(AHAP)**

01294 475633

**Three Towns Resource
Centre, Saltcoats
(CMHT)**

01294 470010

Caley Court, Stevenston

01294 476000

**North Ayrshire Money
Matters**

01294 317786

**North Ayrshire Women's
Aid**

01294 602424

Useful contacts

North Ayrshire Council Housing Providers

**Largs Area Office
(Brooksby)**

01475 687590

**Three towns Housing
Office (Town Hall)**

01294 310005

Dalry/Beith Housing Office

01294 835355

Kilbirnie Housing Office

01505 685177

Kilwinning Housing Office

01294 552261

Irvine Area Housing Office

01294 310150

Other Major Local Housing Providers

**Irvine Housing
Association**

0345 112 6600

ANCHO

01294 313121

**Cunninghame Housing
Association (CHA)**

01294 468360

**Isle of Arran Homes –
Trust Housing**

0131 444 1200

SHELTER

0808 8004444

Date of Appointment	
Advisor Name	
Preferred Option	
What you need to do	
What we will do	
Referrals	
Comments	

If you would like to find out more about the service, please contact



North Ayrshire Council Housing Advice Team,
Galt House, 31 Bank Street, Irvine, KA12 0LL



01294 314600



housing-info-advice@north-ayrshire.gov.uk

This document is available in other formats such as audio tape, CD, Braille and in large print. It can also be made available in other languages on request.

該文件還有其他形式，如語音磁帶、CD、盲文版本及大字體版本。如有需求，還提供其他語言版本。

یہ دستاویز دیگر شکلوں میں بھی دستیاب ہے، جیسے آڈیو ٹیپ، سی ڈی، بریل اور بڑے حروف کی چھپائی میں۔ درخواست کرنے پر یہ دستاویز دیگر زبانوں میں بھی مہیا کی جا سکتی ہے۔

ਇਹ ਦਸਤਾਵੇਜ਼ ਹੋਰ ਰੂਪਾਂ ਵਿਚ ਵੀ ਮਿਲ ਸਕਦਾ ਹੈ، ਜਿਵੇਂ ਸੁਣਨ ਵਾਲੀ ਟੇਪ 'ਤੇ، ਸੀ ਡੀ 'ਤੇ، ਬ੍ਰੇਲ ਅਤੇ ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ। ਮੰਗ ਆਉਣ 'ਤੇ ਇਹ ਹੋਰ ਬੋਲੀਆਂ ਵਿਚ ਵੀ ਦਿੱਤਾ ਜਾ ਸਕਦਾ ਹੈ।

Ten dokument jest do uzyskania w różnych formatach: na taśmie dźwiękowej, płycie CD, brajlem i dużym drukiem. Na żądanie, można go także otrzymać w innych wersjach językowych.