

# Housing Options and Homeless Services

A stylized graphic of a house. The roof is a thick, light purple line. The main body of the house is a light blue shape with a white rectangular area representing a doorway. The house is positioned on the left side of the page.

**Emergency out of hours  
030 33 33 3001**

Please seek help and make contact as soon as possible.

**If you would like some help understanding this or need it in another format please contact 030 33 33 3000**



# An appointment has been made for you

Please feel free to bring a friend or relative for support. You can also request to be interviewed by an officer of the same sex.

## Location

## Date

## Time

## Housing Options and Homeless Officer

Please call if you are unable to attend and would like to arrange an alternative appointment

# We are accessible

## **Annan Housing Options and Homeless Service Office**

Annan Town Hall, High Street  
Annan, DG12 6AQ

**Office Hours: 9am - 5pm**

## **Dumfries Housing Options and Homeless Service Office**

Council Offices, 122-124 Irish Street  
Dumfries, DG1 2PB

**Office Hours: 9am - 5pm**

## **Kirkcudbright Housing Options and Homeless Service Office**

Council Office, Daar Road  
Kirkcudbright, DG6 4JG

**Office Hours: 9am - 5pm**

## **Stranraer Housing Options and Homeless Service Office**

Ashwood House, Sun Street  
Stranraer, DG9 7JJ

**Office Hours: 9am - 5pm**

**Tel. 030 33 33 3000**

**Web. [dumgal.gov.uk](http://dumgal.gov.uk)**

**Email. [contact@dumgal.gov.uk](mailto:contact@dumgal.gov.uk)**



## We can help

- If you have nowhere to stay (worldwide)
- If you have rent or mortgage arrears
- If your home is not safe to live in
- If your home is overcrowded and impacting on your health
- If it is not reasonable for you to continue living in your accommodation

## We can help

- If you are fleeing violence
- If you are at risk of abuse or threats of violence
- If you are leaving prison
- If you are leaving local authority care
- If you are leaving hospital and your home is no longer suitable
- If you require support to manage in your home

## Our legal duty

We have a legal duty to help someone who is homeless or may be at risk of becoming homeless

We will interview you and assess your housing situation

We will make an offer of suitable temporary accommodation if required

If your circumstances meet the criteria set out in Part II of the Housing Scotland Act 1987 as amended by the Housing (Scotland) Act 2001 we can refer you for permanent housing via Homes 4D&G and Loreburn Housing Association



[homes4dg.org.uk](http://homes4dg.org.uk)



[loreburn.org.uk](http://loreburn.org.uk)

## Our aim

Is to offer you an appointment in private with a trained member of staff -

### **Homeless tonight**

You will be offered an appointment and you will be seen the same day

### **Homelessness within two months**

You will be offered an appointment and you will be seen within one working day

### **Not at risk of homelessness**

You will be offered an appointment and you will be seen within 5 working days

We will aim to make a decision on or before the 28th day of your Homeless Application being taken

We will maintain regular contact with you at least every two weeks



## Our enquires

We will make enquires into your housing situation and decide what we need to do for you by law. We will -

- Look into your homeless situation and decide if you are homeless or threatened with homelessness within two months
- Look into if you have made yourself intentionally homeless
- Look into your local connection with Dumfries and Galloway

It is very important that you give us the correct information so that we are able to fully help with your situation and make the correct decision on your application

## Temporary Accommodation

Dumfries and Galloway Council has no housing stock. We use various types of accommodation including Temporary Accommodation with Support and Temporary Furnished Accommodation. Any offer of temporary accommodation made will be suitable to your needs based on the information you provide during the application process.

You will be fully supported to make a claim for Housing Benefit for help towards the rental costs whilst living in Temporary Accommodation.



## Housing Options

Dumfries and Galloway Council also have a self-assessment tool which will provide you with all the Housing Options that are available to you.

To visit the Enhanced Housing Options Portal please follow this link - [dandghousingoptions.org.uk/](https://dandghousingoptions.org.uk/)

This tool will ask a series of questions and then guide you through the different options you can explore to enhance your housing situation.

Social Housing is in great demand and often people can wait a long time before being placed in a Registered Social landlord (RSL) owned property.

Housing Options are the alternatives to Social Housing that may make it easy and quicker for you to move house.

## **What Housing options are Available?**

There are lots of different options available but they are not suitable for everyone. Using the wizard you will be able to see which options are suitable for you. Some of these include:

- Shared Ownership
- Mutual Exchange
- Social Housing
- Mortgage for Rent
- Sheltered Housing
- Private Rented

# Housing Support

Dumfries and Galloway Council has a legal duty to carry out a housing support assessment on all members of your household. Depending on the area you live in and if you are in agreement we will refer you for Housing Support.

**We will all work together to help you.**

# I am not happy with the service I have received

You have the legal right to request a review on any decision made on your homeless application

You also have the legal right to review any formal offer of housing made by Homes 4D&G and Loreburn Housing Association



You can also seek independent advice and support from Dumfries and Galloway Citizen Advice Service



Complaints can be made over the phone, in person or by clicking on our report it section on our website.

[www.dumgal.gov.uk](http://www.dumgal.gov.uk)

All complaints will be dealt with within 5 working days. Most complaints are resolved at this stage but if you are still unhappy there are further steps you can take.

## **Homes 4 D&G**

0300 123 1230

[homes4dg.org.uk](http://homes4dg.org.uk)

## **Loreburn Housing Association**

01387 321300

[loreburn.org.uk](http://loreburn.org.uk)

## **DAGCAS**

030 03 03 4321

[dagcas.org](http://dagcas.org)

## **Police Scotland**

101

[scotland.police.uk](http://scotland.police.uk)

## **Shelter Scotland**

0808 800 4444

[scotland.shelter.org.uk](http://scotland.shelter.org.uk)

## **Social Work Services**

030 33 33 3000

[dumgal.gov.uk](http://dumgal.gov.uk)

## **Scottish Welfare Fund**

030 33 33 3007

[dumgal.gov.uk](http://dumgal.gov.uk)

## **Department for Works and Pensions - Universal Credit New Claim**

0800 328 5644

[www.gov.uk](http://www.gov.uk)