



Service Charter Homelessness

This charter details the service that you can expect from East Dunbartonshire Council if you are homeless or threatened with homelessness.

- East Dunbartonshire Council will provide a service for homeless people 24 hours a day, 365 days a year.
- If you are homeless and have nowhere to stay, we can give you help and advice straightaway, we will also make available to you, interim accommodation pending the outcome of your homelessness investigation.
- If you have somewhere to stay but have been told to leave, or have to leave, an appointment will be made with a Homelessness Officer, who will interview you within 5 working days.
- You can bring a friend, relative or advocate to your interviews.
- You are entitled to a Homelessness Interview undertaken by an officer of the same sex.
- We will listen to everything that you tell us in a sensitive, respectful and understanding manner.
- Wherever possible, the same Homelessness Officer will deal with your case. You will know their name, where they work and how to get in touch with them.
- We will let you know whenever there is a development in your case.
- We aim to provide you with a written homelessness decision within 28 days of your homelessness interview.
- If we cannot provide you with permanent council housing, we will give you advice and assistance to help you find alternative accommodation.
- We will explain all housing options that are available to you.
- We will make sure that you are told of your legal rights and given information about where to go for independent advice and help with your case.
- We will explain all decisions about your case to you carefully. We will explain to you that you have a right to appeal against our decisions, and we will explain where you can go to get help with your appeal.



HOMELINESS