

housing options team

We are committed to providing a good quality service to customers who are either homeless or threatened with homelessness. The service we provide includes offering a range of advice and assistance options, re-housing and measures aimed at the prevention of homelessness. This service is provided on behalf of Rossendale Council.

as our commitment to you we will

- Provide a 24-hour service, 365 days a year.
- Contact you within 48 hours following an initial enquiry.
- See or speak to you within 2 hours if you have nowhere to sleep that night.
- Make a full decision on any homelessness application within 33 days.
- Contact you at least once a week if you are placed in temporary accommodation.

as part of our routine service we will

- Provide advice and assistance on a variety of housing problems.
- Provide information on finding somewhere to live.
- See you in private at one of our 2 offices, or in your own home.
- Refer you to a specialist agency if we are unable to help.
- Help to prevent homelessness by mediation and in, certain cases, by using our Bond Scheme.
- Make arrangements for temporary accommodation.
- Help you to complete the initial enquiry form if requested.
- Provide details of the Review and Appeal Procedures.