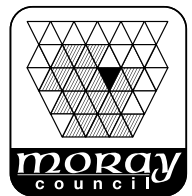




Homelessness Information



234148

If you need information from Moray Council in a different language or format, such as Braille, audio tape or large print, please contact:

إذا كنتم في حاجة إلى معلومات من قبل مجلس موراي وتكون بلغة مختلفة أو على شكل مختلف مثل البراي، أسطوانة أوديو أو أن تكون مطبوعة باستعمال حروف غليظة فالرجاء الإتصال ب

Jei pageidaujate tarnybos Moray tarybos teikiamą informaciją gauti kitokiu formatu, pvz., Brailio raštu, garso įrašu ar stambiu šriftu, kreipkitės:

Jeśli potrzebują Państwo informacji od Rady Okręgu Moray w innym formacie, takim jak alfabet Braille'a, kasety audio lub druk dużą czcionką, prosimy o kontakt:

Se necessitar de receber informações por parte do Concelho de Moray num formato diferente, como Braille, cassete áudio ou letras grandes, contacte:

Ja Jums vajadzīga informācija no Marejas domes (*Moray Council*) citā valodā vai formātā, piemēram, Braila rakstā, audio lentā vai lielā drukā, sazinieties ar:

اگر آپ کو مورے کونسل سے کسی دیگر زبان یا صورت میں معلومات درکار ہوں مثلاً "بریلے، آڈیو ٹیپ یا بڑے حروف، تو مہربانی فرما کر رابطہ فرمائیں:



email:

housing@moray.gov.uk



postal address:

Moray Council, PO Box
6760, Elgin, IV30 1BX



phone:

0300 123 4566

Contents

What is homelessness?	4
Finding permanent accommodation in Moray	5
How we make a decision on how to help you	5
Our assessment of your situation	6
We may assess if you are intentionally homeless	7
We may consider if you have a local connection to Moray	8
Temporary accommodation	8
Storage of household goods and furnishings	8
Offer of permanent accommodation	9
Contacts	10
Feedback	11

What is homelessness?

You don't have to be living on the streets to be homeless.

You are homeless if you:

- have nowhere that you are entitled to live;
- have nowhere that you and your family can live together;
- have somewhere to live but cannot access it.
For example, your home has been flooded;
- have somewhere to live but are too scared to stay there because of threats of violence;
- have somewhere to live but it is not reasonable for you to stay there.
For example because it is overcrowded and this is causing health problems;
- live in a caravan, a mobile home or a boat and have nowhere to put it;
or
- are threatened with homelessness and it is likely that you will become homeless within two months.

Finding permanent accommodation in Moray

If you are finding it difficult to get permanent accommodation, we have produced a guide to help you. Our Housing Options Guide sets out all the available housing opportunities in the area.



Our Housing Options Guide:

<http://www.moray.gov.uk/housingoptions/>

Our enquiries into homeless applications are based on legal requirements. Housing law states that we must carry out enquiries in a specific order.

How we make a decision on how to help you

Housing law sets out what help you are entitled to.

How we help you will depend on:

- if you are eligible to apply for help;
- our assessment of your situation (whether we assess you as homeless or not);
- if you became homeless or threatened with homelessness intentionally; and
- if you have a local connection.

Our assessment of your situation

A Housing Needs Officer will assess your situation and let you know what our duties are towards you under homeless law. We have 28 days from the date of your application to give you a written decision. This may take longer, depending on how long it takes to investigate your homeless application.

If you need information on your application during the assessment or if your situation changes, you should contact your Housing Needs Officer immediately (see [page 10](#)).

You have 21 days from the date you receive our homeless decision letter or offer of temporary accommodation to ask us to review our decision. If you want us to do this, you must write to us with your reasons for asking for a review.

A senior officer who was not involved in making the original decision on your homeless application will review our decision. If you want to discuss the review with the senior officer, you should say this in your letter. If you are living in temporary accommodation provided by us, you will have the right to stay there while we carry out the review.

We will write within 28 days and tell you the outcome of the review and give our reasons

If after the review our decision is upheld, we will give you an appropriate period of time to leave the temporary accommodation along with advice and assistance.

We may assess if you are intentionally homeless

We may have to find you somewhere to live if you are homeless, but this will depend on whether or not you have made yourself intentionally homeless.

Although we no longer have a legal duty to investigate if someone is intentionally homeless, we may do so if we think fit. We will tell you if we choose to investigate this as part of our assessment.

You may be intentionally homeless if:

- you lost your home because you deliberately did something, or failed to do something;
- it was reasonable for you to continue to live in your accommodation; and
- you were aware that your actions would make you homeless.

There is no automatic presumption of intentionality. Each case will be assessed on its own merit, taking into account its individual circumstances. In line with the law, we must satisfy ourselves that an applicant became homeless or threatened with homelessness intentionally. If we decide that you are intentionally homeless, we have a duty to provide you with temporary accommodation for a reasonable period of time and help you find somewhere else to live.

Where an applicant is willing to engage, our staff will work with them in order to address the issue which resulted in them becoming intentionally homeless. After three months the application will be reassessed and if there is an improvement, the intentionality decision may be overturned. In certain circumstances, this period can be extended to six months.

We may consider if you have a local connection to Moray

Local authorities can refer applicants who are homeless to other local authorities for accommodation in certain circumstances. We cannot refer a homeless applicant to another local authority area within Scotland. However, we may make a referral to another local authority if the following circumstances apply:

- If the applicant has been assessed as unintentionally homeless or threatened with homelessness; and
- If there are reasons to suggest that they don't have a local connection with Moray and they, or someone who can reasonably be expected to stay with them, has a local connection with another local authority out with Scotland and there is no risk of domestic abuse in the other local authority area.

Temporary accommodation

The type of temporary accommodation we use includes hostels and furnished properties (with or without support) and sometimes as a last resort, bed and breakfast accommodation. If you need temporary accommodation, we might not be able to place you in a preferred area or type of accommodation if it is not available.

We will expect you to pay towards the cost of temporary accommodation. You may be eligible for Housing Benefit if you are on a low income.

Storage of household goods and furnishings

If you have nowhere to store your personal belongings and cannot make other arrangements you should contact your Housing Needs Officer to discuss storage options. However, you should remember that we may charge you for any costs associated with this.

Offer of permanent accommodation

If we have a duty to find you permanent accommodation then we will make you an offer as soon as a property becomes available that is suitable for you. We may also put your name forward to a local housing association. We can also discuss private rented sector accommodation with you.

Due to your urgent need for permanent housing, accommodation may not always be available in the areas or for the type of property you want.

If you are not happy with an offer of permanent accommodation, you will receive advice from your Housing Needs Officer before you refuse it.

If you refuse two reasonable offers, our duty towards you will no longer apply and if you are in temporary accommodation, we will ask you to leave. You may be suspended from receiving any more offers of housing for six months.

If you disagree with any decision regarding the offers, you may appeal the decision in line with our allocations policy. Your appeal will be considered by the Senior Housing Needs Officer. If you remain dissatisfied following their decision, you may request further consideration by the Housing Needs Review Group.

To do this, you should write within 21 days (explaining why you do not want to accept the permanent accommodation) to:



Housing Needs Operational Manager
Moray Council, PO Box 6760, Elgin, IV30 1BX

Contacts

Moray Council

Housing and Property



email:

housing@moray.gov.uk



postal address:

Moray Council, PO Box 6760,
Elgin, IV30 1BX



phone:

0300 123 4566



emergency out of hours:

03457 565656

Citizens Advice



phone:

01343 550088

National Domestic Abuse



Helpline:

0808 200 0247



Men's Advice Line:

0808 801 0327

Revenues Section

Housing and Council Tax Benefit
advice



phone:

01343 563456

Moray Women's Aid



phone:

01343 548549

Shelter



phone:

0808 800 4444

Feedback

We are continually trying to improve the services that we offer and welcome any comments or suggestions. Send them to

Housing Policy (feedback)



email:

housingpolicy@moray.gov.uk



postal address:

Moray Council, PO Box 6760, Elgin, IV30 1BX

