

## What you can expect when you come to us?

**We believe that you have a right to be respected and to have a good standard of advice and service.** This means that:

- If you are facing homelessness, we will always try to prevent this
- We will first of all establish what the problem is - We appreciate that some things are difficult to talk about and we will be as sensitive as possible
- If you want to have a private interview room we can provide one
- Home Visits - If you can't come to us we will come to you
- We will always listen to your problem and what you have to say, and we may have to do our own checks – this is not because we don't believe you, it is because sometimes it is necessary for us to get more information
- We will work with you to see if we can sort out any of the problems so you can stay in your accommodation or, if this is not possible, we will look at what other options are available to you
- We will consider what other agencies there are who can give you support and advice
- We will work with those other agencies so together we are offering a complete service
- We will train all our staff in equality and diversity so they can give your application the special consideration it needs
- If you are not happy with the way you are treated you can ask to speak to a Senior Officer or a Manager.

## Homelessness - How can we help?

You have asked South Gloucestershire Council for help because you are homeless or at risk of homelessness.

### **We can:**

- advise you on your rights and offer any further advice;
- try to prevent or delay homelessness or help you find somewhere else to live;
- help you to help yourself.

We expect your full commitment to helping resolve your housing problem. The more you work with us and you are open to the advice and support we offer you, the better chance we have of finding a solution together.

### **What we ask from you**

We ask you to respect that our team are well-trained professionals and that they wish you to give you the best advice and information they can.

We ask that you recognise that there is a high demand for housing in South Gloucestershire and the Council cannot find housing for everyone.

We ask you to be open to hearing about all the housing options that there are. This may mean that we discuss options that you don't want to consider. If we didn't explore options with you, then we would not be doing a good job.

We ask that you provide as much information as fully as you can and that you supply any documents that you are asked for as quickly as possible. If you haven't told us something, it could come out later on and hold up any housing that you find.

We ask that you take the actions that we suggest. This could include things you need to do to stay where you are or for a new landlord to consider you to be a suitable tenant.

Please keep us informed of any progress you make and up to date with any changes.