



## The Housing Options and Advice Team aims to provide you with practical advice and assistance to help you find and maintain a home

### **If you are threatened with homelessness, we will make every effort to prevent this happening**

- We will aim to prevent an illegal eviction within 24 hours
- We will respond to letters and emails within 7 days
- We will respond to telephone calls within 24 hours
- We will offer you an appointment for general housing advice within 15 working days
- In an emergency, or if you are already homeless, you will be seen by a housing advisor within one working day
- We will aim to provide you with the same, named advisor throughout your dealings with the housing advice team
- We will offer a private interview room if you need to discuss confidential information with us

We can provide interpreters or other aids to communication when appropriate. We can arrange for an interpreter, including a sign language interpreter, to attend an interview with you. When appropriate we can also arrange for translation of our forms or letters into your own language. We can also arrange the availability of a hearing induction loop. If you prefer we can arrange for a reply on audiotape or in large print.

In cases of domestic violence, we will offer you an interview with an officer of the same sex as yourself if you'd prefer. This may not be possible in an emergency.

### **If we need to provide you with temporary accommodation, we will:**

- only offer you bed and breakfast accommodation in an emergency, when there is no alternative
- try and offer a household with dependent children self-contained accommodation
- try to provide temporary accommodation within the city of Cambridge

We will aim to make a decision within 28 working days of taking a homeless application from you, subject to our receiving all the necessary information.

Where the decision takes longer than 28 working days, please contact us and we will explain the delay.

**Details of your application will be confidential, although we may need to disclose information to third parties during our investigations or in order to secure suitable housing. We will not make contact with anyone where to do so would affect your safety.**