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Tenant Participation
Housing Service
Housing Repairs
Council Information Services



HOUSING & CUSTOMER SERVICES

Your Questions Answered

Homelessness



West Lothian Council Housing & Customer Services

Homelessness

If you think you will become homeless in the near future contact your local office straight away for advice. Please do not wait until you are roofless - we may be able to help prevent you becoming homeless.

1. What should I do if I become homeless or think that I am likely to be made homeless?

You should go in person to any of the local offices during office hours (addresses on back of this leaflet). In an emergency when the offices are shut, contact (01506) 631240.

If you are 16 or 17 years old you should contact the Youth Housing Team at Lammermuir House in Livingston - telephone (01506) 773709.

You will be interviewed in private to discuss your situation. You can bring a friend or advisor with you to the interview if you want to.

2. What happens at the interview?

You will be offered advice and assistance to try to prevent you becoming homeless. You will be asked details of your circumstances in order to assess your options and what can be done to assist you.

If you do not have a current housing application registered with the Council you will be asked to complete an application form at this stage.

3. What happens next?

If, after appropriate investigation, you are considered to have nowhere to stay, you will be offered temporary accommodation.

Homeless points will be added to your application where appropriate in accordance with Council's Allocation Policy.

4. Will the Council find me somewhere permanent to live?

The Council has a duty to find permanent accommodation for homeless people who are considered to be in priority need, and who have a local connection. 'Priority need' will normally include:

- Families with dependent children (including pregnancy)
- People made homeless as a result of flood, fire or other disaster
- Vulnerable people, such as:
 - Older people
 - People with physical disabilities or serious medical conditions
 - People with learning difficulties
 - People with mental health problems
 - Young people who were being looked after by the local authority when they ceased to be of school age
 - Victims of domestic abuse or harassment, where it would be unreasonable for them to return home

You may be housed in temporary accommodation until an offer of permanent accommodation can be made.

If you are not considered to be in priority need the Council does not have a duty to provide you with permanent accommodation, but will if possible provide temporary accommodation for a period of time to allow council officers to give you advice and assistance to help you find somewhere suitable to stay.

5. What do you mean by 'local connection'?

If you are in priority need the Council will have a duty to find permanent accommodation for you if you:

- Have been living in West Lothian for at least 6 months during the previous 12 months, or at least 3 years during the previous 5 years
- Have family living in West Lothian
- Have special circumstances, which have been accepted by the Council

Your application may be sent to another Council if you have no connection with West Lothian.

6. Will I have a long wait in temporary accommodation for an offer of permanent rehousing?

This depends on how quickly suitable permanent accommodation can be found. To keep the amount of time you spend in temporary accommodation as short as possible you must choose a minimum of 15 of the available communities within West Lothian, and must have an open choice of housing and heating type. Account will be taken of any special medical recommendations. If you accept an offer in these circumstances which is not your first choice, you will be able to keep your name on the waiting list at your original application date, and your points will be assessed accordingly.

Appeals

If you are unhappy about a decision made regarding your homeless application you can appeal in writing to the Housing Manager of the office where the decision was made.

Independent Advice

You can get independent advice from the Advice Shop at Unit 9/12 Waverley Industrial Estate, Waverley St, Bathgate. Telephone (01506) 776444.

HOUSING & CUSTOMER SERVICES (01506) 776301

Armadale CIS Office
1/3 East Main Street
Armadale EH48 2QA
Email:Armadaleaho@westlothian.gov.uk

Linlithgow CIS Office
County Buildings
Linlithgow EH49 7EZ
Email:Linlithgowaho@westlothian.gov.uk

Bathgate CIS Office
Lindsay House
Bathgate EH48 1TS
Email:Bathgateaho@westlothian.gov.uk

Livingston CIS Office
The Ability Centre
Carmondean
Livingston EH54 8PT
Email:Livingstonaho@westlothian.gov.uk

Blackburn CIS Office
The Mill Centre
Blackburn EH47 7LG
Email:Blackburnaho@westlothian.gov.uk

West Calder CIS Office
24-26 Main Street
West Calder EH55 8DR
Email:Westcalderaho@westlothian.gov.uk

Broxburn CIS Office
Strathbrock Partnership Centre
189a West Main Street
Broxburn EH52 5LH
Email:Broxburnaho@westlothian.gov.uk

Whitburn CIS Office
5 East Main Street
Whitburn EH47 0RA
Email:Whitburnaho@westlothian.gov.uk

Fauldhouse CIS Office
10 Main Street
Fauldhouse EH47 9HX
Email:Fauldhouseaho@westlothian.gov.uk

West Lothian Connected
CIS Office
Almondvale Centre
Livingston EH54 6NB

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Customers with Special Requirements:



West Lothian
Council

Text phones offer the opportunity for people with a hearing impairment to access the council.
The Text Phone number is 18001 01506 651115

A loop system is also available in all offices.

Information is available in Braille, tape, large print and community languages. Please contact the Interpretation and Translation Service on 0131 242 8181.

هذه المعلومات متوفرة بلغة بريل وعلى شريط وبخط كبير وبلغات الجالية.
الرجاء الإتصال بخدمة الترجمة على الهاتف 0131 242 8181

এই তথ্য আপনাকে ব্রেল, টেপ, বড় অক্ষরে এবং কমিউনিটির বিভিন্ন ভাষায় পাওয়া যাবে। অনুগ্রহ করে ইন্টারপ্রিটেশন অ্যান্ড ট্রান্সলেশন সার্ভিসের সাথে যোগাযোগ করুন। টেলি: 0131 242 8181

這份資料是可以凸字、錄音帶、大字印刷及社區語言的式本提供。請聯絡傳譯及翻譯服務部，電話：0131 242 8181

ਇਹ ਜਾਣਕਾਰੀ (ਬੋਕ) ਬ੍ਰੇਲੀਨ ਦੇ ਪੜ੍ਹਨ ਲਈ ਸਿੱਖੀ, ਟੇਪ, ਵੱਡੇ ਫੋਂਟ ਅਤੇ ਸਮਾਜ ਦੀਆਂ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ। ਸਿੱਖਾ ਕਰਕੇ ਇੰਟਰਪ੍ਰੀਟੇਸ਼ਨ ਅਤੇ ਟਰਾਂਸਲੇਸ਼ਨ ਸੇਵਾਵਾਂ ਨੂੰ ਇਸ ਨੰਬਰ 'ਤੇ ਸੰਪਰਕ ਕਰੋ 0131 242 8181

یہ معلومات بریل (بوکس) کے ذریعے، ٹیپ، بڑے حروف کی مدد سے اور کمیونٹی میں ہونے والی زبانوں میں دستیاب ہے۔
عام لوگوں کو ایسی زبانوں میں سروس سے ملنے کے لیے 0131 242 8181 پر رابطہ قائم کریں۔

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If you have used the Council's complaints procedure and you are still unhappy, you can pass your complaint, within a year, to the Scottish Public Services Ombudsman, 23 Walker Street, Edinburgh, EH3 7HX Tel: 0870 011 5378 Email: enquiries@scottishombudsman.org.uk

www.westlothian.gov.uk/housing