



# factsheet

## HOUSING NEEDS SERVICE

The Housing Needs team provides a range of services to people who are in need of help with their housing.

The team is responsible for:

- Providing housing advice
- Providing advice and assistance to homeless people or people at risk of becoming homeless
- Maintaining the Housing Register
- Allocating council properties to homeseekers on the Housing Register

## HOUSING ADVICE

The Housing Needs service offers a range of housing options and advice for people who want to move home. Housing options include HomeBuy (previously known as Shared Ownership) and low cost home ownership.

## HOMELESSNESS

If you are homeless, or you are at risk of losing your home for any reason, our housing advisors are on hand to help you.

*Published August 2011*



If you are 16 or 17 years old and think you may become homeless, contact the Single Access Point (SAP) at The Bridge housing advice centre on 01509 220 530 for advice and an initial assessment.

For more information about making a homelessness application, see our **Homelessness Application** leaflet.

## CUSTOMER SERVICE STANDARDS

The service standards listed below provide our customers with information about the service they can expect from the Housing Needs team.

SERVICE	TARGET
1. Housing Advice	When you submit a fully completed Housing Register application form and have provided all documents requested, we will assess it and place it on the Waiting List within 10 working days
2. Housing Advice	When you submit a fully completed Housing Register transfer application and have provided all documents requested, we will assess and place it on the Waiting List within 10 working days
3. Housing Advice	When you submit a fully completed Change of Circumstances form and have provided all documents requested, we will amend our records (and reassess your application if necessary) within 10 working days



4. Homelessness If you are about to be made homeless within the next 7 days, we will arrange to see you within the next 24-48 hours
5. Homelessness If you are about to be made homeless within the next 4 weeks, we will arrange to see you within the next 5 working days
6. Homelessness If you have made a homelessness application, we will endeavour to complete our enquiries within 33 working days

**If you require more information please contact:**

## HOUSING NEEDS

Charnwood Borough Council

Southfield Road, Loughborough, Leicestershire LE11 2TT

**Tel: 01509 63 4567**

**Email: [housing@charnwood.gov.uk](mailto:housing@charnwood.gov.uk)**

This information is available in different formats. To access these please phone (01509) 634560.

এ তথ্যাদি অন্যান্য মাধ্যমে পাওয়া যায়। এসব পেতে হলে দয়া করে (01509) 634560 এ নাম্বারে টেলিফোন করুন।

這資料具不同的格式，請致電 (01509) 634560 索取。

આ માહિતી જુદી જુદી પદ્ધતિઓમાં ઉપલબ્ધ છે. તે મેળવવા માટે કૃપા કરી આ નંબર પર ફોન કરો (01509) 634560.

यह जानकारी अलग-अलग प्रारूपों में मिल सकती है। इनको पाने के लिये कृपया यह नंबर डायल कीजिये (01509) 634560.

ਇਹ ਜਾਣਕਾਰੀ ਵੱਖ-ਵੱਖ ਸ਼ਕਲਾਂ ਵਿੱਚ ਮਿਲ ਸਕਦੀ ਹੈ। ਇਹ ਹਾਮਿਲ ਕਰਨ ਲਈ ਮਿਹਰਬਾਨੀ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਫ਼ੋਨ ਕਰੋ (01509) 634560

