

**CHALLENGE
POVERTY
WEEK**



**3 - 9 October
@CPW_Scotland
challengepoverty.net**

Housing and Homeless Support

Dumfries and Galloway Council has a legal duty to help people who are homeless or at risk of becoming homeless.

Housing Options

Housing Options is the information and advice process that we use when you approach us with a housing problem. Housing Options aims to prevent homelessness wherever possible and there has been a fall in homelessness applications since the process was introduced nationally.

Housing Options focuses on your personal circumstances, helping you to explore all options including social and private rented accommodation. It can also provide support for underlying issues that can underpin housing problems such as debt, family breakup and mental health problems. This process means our staff can work with other services to help people before they reach crisis point. Rather than just making a homeless application.

You can find out more about Housing Options in Dumfries and Galloway via <https://www.dandghousingoptions.org.uk/>.

Help for homeless people

If you are homeless or think you might become homeless we can arrange temporary or permanent accommodation if circumstances warrant it and by providing support and advice.

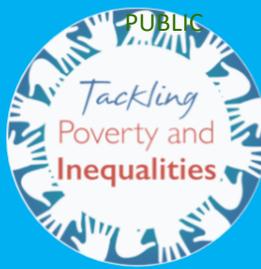
We can help you if:

- you have nowhere to stay and are sleeping rough
- you are at fleeing or are at risk of violence and abuse
- your home is not safe to live in
- your home is overcrowded
- you are living with friends or family with no home of your own
- you are living in a home that is not suitable because of illness or disability
- you have rent or mortgage arrears
- you are leaving prison
- you are leaving local authority care

We can #TurnTheTide



**CHALLENGE
POVERTY
WEEK**



**3 - 9 October
@CPW_Scotland
challengepoverty.net**

Get homeless support

Support is available throughout the region. We can assist you with immediate, short term and long-term support by:

- arranging emergency accommodation if you have nowhere to stay
- providing you with a support worker who can help organise temporary and permanent accommodation referrals
- help you manage a tenancy
- provide debt advice
- provide benefit advice
- provide links to education training and employment opportunities
- provide you with links to other agencies such as domestic abuse and drug or alcohol misuse
- assist you with any welfare support
- assist you to settle in to your new home

To arrange support you can call your nearest Homeless office between 9am to 5pm on weekdays at:

- Annan - 01461 207019
- Dumfries - 01387 260783
- Kirkcudbright - 01557 332234
- Stranraer - 01776 888312

You will be offered an appointment and seen the same day if you are homeless tonight.

Emergency Help

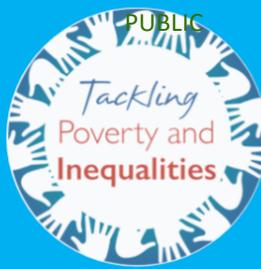
Call 01387 273660 or email socialworkoutofhours@dumgal.gov.uk outside of office hours if you need urgent help to find somewhere to stay tonight.

We can #TurnTheTide



PUBLIC

CHALLENGE
POVERTY
WEEK



3 - 9 October
@CPW_Scotland
challengepoverty.net

What happens next

We'll interview you to assess your circumstances and options. We try to arrange interviews as soon as possible, especially if you already have nowhere to stay.

It's easier for us to deal with your application if you can supply evidence, such as:

- proof of your identity
- information on your personal circumstances
- details of your income from working, benefits and pensions
- information on your children (or proof you are pregnant)
- documents showing why you're homeless or are at risk

We'll decide if you qualify for accommodation within 28 days, but this may be delayed if we don't have all the information we need. Temporary accommodation is provided in urgent cases.

We'll refer you to [Homes4D&G](#) and [Loreburn Housing Association](#) if we decide you're unintentionally homeless and they'll try to find accommodation for you. You'll be offered temporary accommodation until somewhere more permanent is found.

Further Information

Click here to download the [Housing Options and Homeless Services Booklet](#)

Click here to download the [Housing Support Services Booklet](#)

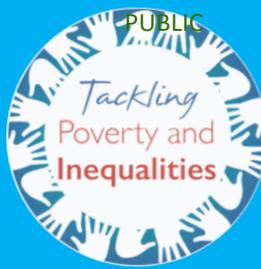
Click here to download [Dumfries and Galloway Council's Housing Options and Homeless Strategy 2018 – 2023](#) which sets out our priorities for tackling homelessness across the Region.

We can #TurnTheTide



PUBLIC

CHALLENGE
POVERTY
WEEK



3 - 9 October
@CPW_Scotland
challengepoverty.net

Council Housing

Dumfries and Galloway Council no longer have any council houses. Housing associations are the main providers of new and affordable social housing in Dumfries and Galloway.

Applications for social rented housing can be made through [Homes4D&G](#). This is the name of the common housing register and is a partnership between –

- Dumfries and Galloway Housing Partnership (DGHP)
- Cunninghame Housing Association
- Irvine Housing Association
- Home Scotland
- Dumfries and Galloway Council

You can submit an application to Homes4D&G which is considered using the same allocation policy to assess applications and allows you to be considered for a tenancy with any of the partnership landlords.

Loreburn Housing Association utilises a Choice Based Lettings system to allocate properties. You can register online at [Loreburn Lettings](#).

Anyone aged 16 or over can apply and allocations are made based on a number of factors. Prioritisation takes account of individual circumstances and identifies people with the greatest need. This includes:

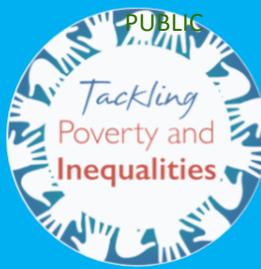
- your medical needs
- the number of occupants and bedrooms in your home
- the standard of your current property
- the type and length of your tenancy agreement
- whether you have to share facilities with others
- whether you are living in a flat with children
- if you need to move to provide or receive care

We can #TurnTheTide



PUBLIC

CHALLENGE
POVERTY
WEEK



3 - 9 October
@CPW_Scotland
challengepoverty.net

Other sources of support

Depending on your situation, you may also find information on a number of housing issues and projects helpful by clicking on the links below –

- [Council tax discounts and exemptions](#) – You may be eligible for a discount on your council tax in special circumstances.
- [Empty Homes](#) – Privately owned homes which are empty for six months or more are a waste and could be used to help meet the housing need.
- [Help for homeless people](#) – Dumfries and Galloway Council have a legal duty to help people who are homeless or are at risk of becoming homeless.
- [Maintaining standards of repair for private rented properties](#) – Private landlords have a legal responsibility to ensure that a rented house meets a legal standard of repair called the Repairing Standard.
- [Registering as a private landlord](#) – You must be registered as a private landlord if you are (or will be) renting out residential property. It is an offence to let out properties that aren't registered.
- [Rent Deposit Guarantee Scheme](#) – The Rent Deposit Guarantee Scheme helps people on low income to secure private rented accommodation by offering landlords a written guarantee in place of a cash deposit.
- [Tenancy deposit schemes](#) – Private landlords must lodge deposits from tenants with a tenancy deposit scheme to ensure the money is protected until it is due to be repaid.
- [Houses in multiple occupation \(HMO\)](#) – You must have a license if 3 or more unrelated people or families live in a property you own, as their main home.
- [Social Sector Size Criteria \(Bedroom Tax\)](#) – Social Sector Size Criteria, often called the Bedroom Tax affects working age people in Housing Association properties who receive Housing Benefit.
- [Advice and grant support for private homeowners](#) -Private homeowners are responsible for maintaining and repairing their homes but we can offer advice and (in some cases) financial support.

We can #TurnTheTide



PUBLIC