

## Housing Options Service Homelessness



الحرمان من السكن

গৃহহীনতা

Bêmalbûn

بی خانوویی

ਬੇਮਾਲਬੁਨ

Guri la'aan

بے گھری

If you would like a copy of this document translated, or require a copy in Braille, Large Print or Audio Tape, please contact 0121-569 6030

### Arabic

أو بطباعة مكبرة أو على شريط إذا كنت تود الحصول على نسخة مترجمة من هذا المستند، أو كنت بحاجة تسجيل صوتي، يرجى الاتصال برقم 0121-569 6030 لنسخة مطبوعة بطريقة برايل للمكفوفين

### Bengali

আপনি যদি এই নথিটির অনূবাদ পেতে চান অথবা ব্রইল-এ, বড় অক্ষরের ছাপা অথবা অডিও টেপ-এ এটি চান, তাহলে অনুগ্রহ করে 0121-569 6030 নম্বরে যোগাযোগ করুন

### Kurdish Kumanji

Eger hûn dixwazin kopiyekê wê dokumentê bê wergerandin yan jî dixwazin kopiyekê bi Tipên Koran (Braille), bi Tipên Mezînan yan jî wekî Axaftina Qeydkirî bidest bixin, jî kerema xwe têkildar bin bi hejmara telefonê 0121-569 6030.

### Kurdish Sorani

ئێ بڕهیل، چاپی، نهگهر تۆ دهتهو ت ئهم به گهیه وهر بگرینهوه  
یان له سهر شریتی کاندت بۆ تۆ ئاماده سهر زمانی خۆت، یان به د  
0121-569-6030. بکەین، تکایه په یوهندی بکه به ژماره تلهفونی قه به

### Punjabi

ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੀ ਇਕ ਕਾਪੀ ਦਾ ਅਨੁਵਾਦ ਚਾਹੁੰਦੇ ਹੋ ਜਾਂ ਬ੍ਰੇਲ, ਵੱਡੇ ਅੱਖਰਾਂ ਜਾਂ ਆਡੀਓ ਟੇਪ ਦੀ ਕਾਪੀ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0121-569 6030 'ਤੇ ਸੰਪਰਕ ਕਰੋ

### Polish

Aby uzyskać tłumaczenie tego dokumentu, lub jego egzemplarz alfabetem Braille'a, dużym drukiem lub na kasecie audio, prosimy o kontakt telefoniczny pod numerem 0121-569 6030

### Urdu

اگر آپ کو اس دستاویز کی ایک ترجمہ شدہ نقل چاہیے یا بریل،  
بڑے حروف یا آڈیو ٹیپ میں ایک نقل کی ضرورت ہو تو برائے  
مہربانی 0121-569 6030 پر رابطہ کریں



## Sandwell Homes Housing Options Service

### Housing Options Service

Court House

335-337 High Street

West Bromwich B70 8LU

*Appointments & Emergencies Only*

Tel: 0121 569 6000

Fax: 0121 569 5261

Email: [housing\\_options@sandwellhomes.org.uk](mailto:housing_options@sandwellhomes.org.uk)

### Housing Options Out of Hours Service

Emergency housing advice evenings and weekends

Tel: 0121 525 4688



## Let us know if you are worried you may become homeless.

Our first priority is to prevent you from losing your home. We may be more successful doing this if you tell us earlier.

*Some common reasons why people become homeless in Sandwell.*

- Your private landlord may be ending your tenancy
- You may be going through a relationship breakdown
- You may have rent arrears and be facing eviction
- You may be leaving HM Forces
- You may have mortgage arrears and be facing repossession

These are just a few of the reasons why people become homeless in Sandwell.

### Where do you go for advice?

Any of our Neighbourhood Offices will be able to give you basic advice about homelessness and finding a home. If you need more detailed advice the Neighbourhood Office will refer you to our Housing Options Service. You can also contact the Housing Options Team directly.

#### Step 1. Contacting the Housing Options Team

Initial contact with Housing Options will usually be by telephone where an Officer will take details of your situation to decide how urgent your case is and what the next stage should be. If you are threatened with homelessness in the next 28 days you will be invited to an interview.

#### Step 2. Attending a Homeless Interview

You will be given a time and date to attend the Housing Options Team's office.

- You are welcome to bring a relative, or friend or anyone else to the interview for support
- We will interview you in private
- We can arrange for an interpreter if you require one
- All of our offices are accessible with hearing loops available

If you are unable to come into the office please contact the Housing Options Team.

#### Step 3. Investigation

After the interview we will investigate all aspects of your case. We may ask you to provide more information. When we have concluded investigations a decision will be made.

#### Step 4. The Decision

Based on the investigation we will decide if you are:

- Homeless or threatened with homelessness
- Whether you are priority need
- Whether you have made yourself homeless
- Whether you have a connection with Sandwell

We aim to notify you of our decision within 33 working days of your interview. You will always receive the decision in writing.

#### Step 5. Your Right to Review

If you disagree with the decision you have the right to ask for a review - details will be sent with your decision letter.

#### Step 6. Duties to Priority Homeless

If you are found unintentionally homeless and in priority need, Sandwell Homes will agree to offer you a suitable home.

Sandwell Homes carries out duties under the Housing Act 1996 Part 7 (as amended) on behalf of Sandwell Metropolitan Borough Council.