

# Homeless Service Standards



For everybody who uses our Homelessness Services we will:

- Give you free advice, information and assistance to find somewhere to live;
- Treat you with consideration and respect the confidentiality of your situation;
- Offer an emergency service available 24 hours a day, 7 days a week;
- Offer you temporary accommodation if you have nowhere to stay tonight;
- Offer you a same day appointment with a trained officer if you contact us during office hours to say you are homeless;
- Offer you an appointment within three working days if you are threatened with homelessness;
- Hold homeless interviews in a private room;
- Offer you the choice of an interview with a male or a female trained officer;
- Explain that you can choose to be accompanied by a friend, relative or representative in your homeless advice interview;
- Arrange a translation service for you if English is not your first language;
- Arrange assistance if you have hearing, sight, speech or other communication difficulties;
- Not discriminate against you because of your race, ethnicity, religion, social background, marital status, gender, disability, age or sexual orientation;
- Aim to reach a decision on your application within 28 calendar days of your homeless interview;
- Keep you informed of progress on your application;
- Advise you of your right to request a review of our decision;
- Aim to respond to any review requests within 14 calendar days of receiving them.

**Housing Advice Centre**  
**10-16 York Place**  
**Perth PH2 8EP**  
  
**01738 474500**



**Emergency Service**  
**Greyfriars House**  
**55 Princes Street**  
**Perth PH2 8LJ**  
  
**0800 917 0708**