

Housing Advice and Options Service

SERVICE
STANDARDS

Helping to prevent homelessness

Our services

The Housing Advice and Options Service provides help and advice to people who have contacted us because they have a housing problem. We will try to solve your housing problem to prevent you from becoming homeless. We will also give you information about the housing options that are available to you.

We also offer special help to older people, people who have mental-health or physical-health problems, or people who have just come out of prison.

Our promise

- If you come to us in an emergency (because you have been evicted illegally, or made homeless because of a fire or flood), we will see you on the day you visit (as long as you have made an appointment).
- If it is not an emergency, we will make an appointment for you within five working days.
- In special circumstances, if you cannot visit us at our offices, we will visit you at home.
- At your first appointment, we will put one of our case workers in charge of your case. This person will work on your case until your housing problem has been sorted out.

If you need advice about your tenancy or if you can be helped through private sector accommodation

- We will send you a letter, within five days of your first appointment, telling you what we have promised to do and what you need to do to take your case forward.
- With your permission, we will, within five days, pass on the details of your case to any relevant support agencies that can also help you (such as HARTS or Citizens Advice). They will contact you direct.
- We will review your case within 30 days of your first appointment and send you an update by letter.
- If we have to refer your case to another team within Housing Services, we will tell you this in writing.
- We will only close your case when your housing problem has been sorted out.

If we believe you are homeless

- We will complete our enquiries and let you know the outcome in writing within 33 days of your first interview.

If we consider you to be vulnerable

- Based on your assessment, we will investigate whether you need to be placed in supported housing or can live independently.
- We will contact the people who referred you to us to update them on what has happened.

We will not do the following

- We will not work with anyone who is under 16. If you are under 16, please contact Children's Services on 020 8489 1821 or 020 8489 1856.

How you can help us

- Please arrive for your appointment on time. We may have to rearrange your appointment if you are more than 15 minutes late.
- Please bring all relevant supporting documents with you when you come for your appointment, as explained in your appointment letter.

Find out more

Address: Housing Advice and Options Service
Strategic and Community Housing
Apex House
820 Seven Sisters Road
Tottenham
N15 5PQ

Phone: 020 8489 4309

E-mail: housing.advice@haringey.gov.uk
housing.options@haringey.gov.uk

