

Frequently Asked Questions

What should I do if I become homeless or think that I am likely to be made homeless?

You should book a housing options interview by telephoning us on 0131 529 7125 or 0131 529 7036 during office hours or e-mail assessmenthomelessnessandsupport@edinburgh.gov.uk

Do I need to have an interview and what will I be asked?

Telephone interviews - You will be interviewed over the telephone and this interview could take up to two hours. An Officer will ask you several questions to allow them to fully understand your situation and consider if you require any additional advice and support. You will also be provided with your full Housing Options. It is extremely important that you make yourself available for the time slot which is allocated to you for this interview. You will be asked to provide documentation when you receive your appointment which will allow us to assess your eligibility.

If you are not available for the appointment or fail to provide the documentation requested, then we may not be able to assist you further and you could be booked out of temporary accommodation if this has already been provided.

What if I am immediately homeless and have nowhere to stay tonight?

We are currently providing an emergency face to face service from four locality offices in Edinburgh.

South East locality office

Address: 40 Captain's Road,
Edinburgh,
EH17 8QF

South West locality office

Address: 10 Westside Plaza,
Edinburgh,
EH14 2ST

North West locality office

Address: 8 West Pilton Gardens,
Edinburgh,
EH4 4DP

North East locality office

Address: 101 Niddrie Mains Road,
Edinburgh,
EH16 4DS

All our offices are open (excluding public holidays)

- Monday to Thursday from 9am to 4.15pm
- Friday from 9am to 4pm.

I have received a Notice to Quit and I don't know what to do?

If you have received a Notice to Quit or are threatened with a Notice to Quit from a private rented tenancy you should contact homelessness.prs@edinburgh.gov.uk or call 0131 529 7125 to book a telephone appointment.

You will be provided specialist advice from the Private Rented Services (Homeless) Team.

Will the Council find me somewhere permanent to live?

If you are deemed eligible and considered to be unintentionally homeless, and have a local connection with Edinburgh, the council will notify you of that decision in writing and will have a duty to make you an offer of permanent accommodation.

Will I have a long wait before I am offered permanent accommodation?

The demand for social rented accommodation in Edinburgh is extremely high and the current waiting times for households assessed as homeless who have been awarded silver (homeless) priority is available at [Home - EdIndex \(edindexhousing.co.uk\)](http://Home-EdIndex(edindexhousing.co.uk))

Due to high demand and long waiting times it is therefore essential that you follow the Silver Priority Rules that your Housing Officer will have discussed with you. The Silver Priority Rules are available at [Home - EdIndex \(edindexhousing.co.uk\)](http://Home-EdIndex(edindexhousing.co.uk))

You should always consider all other affordable options available to you. During your interview, your Housing Officer will provide information about other affordable options for you, the Edindex webpage outlines these options.

For full information in relation to the Edindex system and to access information on housing options go to [Home - EdIndex \(edindexhousing.co.uk\)](http://Home-EdIndex(edindexhousing.co.uk))

To keep the length of time you spend in temporary accommodation to a minimum you will be expected to follow the guidance provided by your Housing Officer both during your interview and by e-mail following the interview