

What is the Housing Options Service?

Housing Options is a free housing advice service available to any person over the age of 16 who needs advice and assistance with finding a home. We can help you to find solutions to your housing need by making you aware of all the options available in relation to your individual circumstances. We can also give you advice on other matters, such as debt/money advice, unemployment and health.

Types of Housing Options

- Renting from Dundee City Council or a Housing Association
- Private Renting
- Staying in your own home
- Homelessness
- Homeless Prevention
- Supported Housing
- Shared Ownership/ Equity
- Mutual Exchange
- Mortgage to Rent

How do I use the Housing Options Service?

At the moment the Housing Options Service is available from the East District Housing Office, Tel: 01382 307401. In the new year we plan to offer the service from the West District Housing Office and Dundee House.

An appointment with specially trained advisor can be arranged at a time to suit you. We also operate

a walk in session but please be aware it will be on a first come basis and you may have to wait.

For more information on Housing Options in Dundee please visit our website www.dundee.gov.uk/housingoptions

What you need to bring to your appointment

We recommend you bring as much information as you can in relation to your housing need, for example, tenancy agreements, bank statements, etc.

Providing this information will allow the advisor to provide you with an assessment tailored to your needs.

If you are unsure what to bring please contact us on the numbers overleaf and an advisor will be able to confirm what to bring.

What is a Housing Options Appointment?

The appointment is an opportunity to speak face to face with a Housing Options Advisor and discuss your current situation.

- The appointment will take place in a private room to ensure the conversation is confidential.
- A same sex interview can be arranged if required.
- If you wish, you can bring along a friend, carer or advocate.

- If English is not your first language, or you have a visual or hearing impairment, please let us know before your appointment so we can arrange to have the appropriate service available, for example, translation services, sign language signer.

The advisor will discuss your individual circumstances and input this information into our online assessment tool. To get the best assessment for you we will have to ask some questions of a personal nature, for example, your financial situation, if you have any disabilities or if you are seeking employment.

Once the information has been put into the system it will produce a Housing Options Action Plan. The advisor will then discuss each option available to you. They will also discuss why certain other options did not match your needs.

If any referrals are to be made to other agencies then the advisor will, with your consent, make them while you are in the interview room.

What happens after the appointment?

You will be given a copy of your Housing Options Action Plan, if you prefer it can be emailed to you. The advisor will also give you details of any referrals made.

The aim of the Housing Options Service is to help people think through the options available to them. It is an advice and information service and there is no guarantee of accommodation.

Contact details

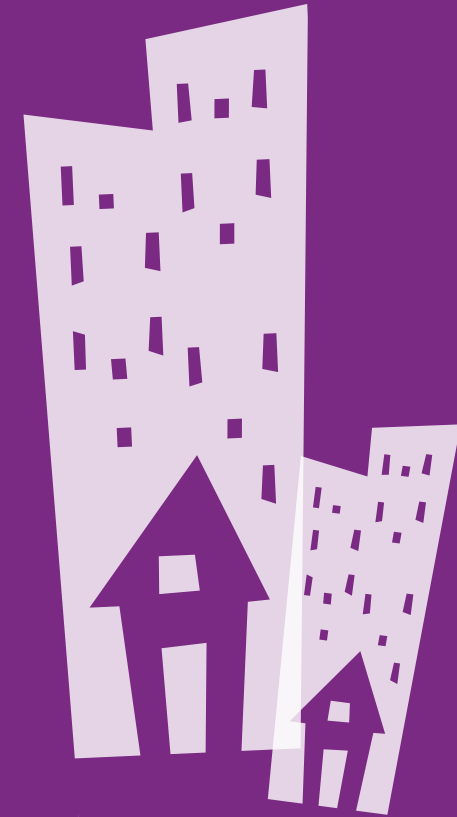
East District Housing Office
 169 Pitkerro Road
 Dundee
 DD4 8ES
 Tel: 01382 307401



For more information on Housing Options in Dundee please visit our website:

www.dundee.gov.uk/housingoptions

Housing Options



...you can do so much more **ONLINE** at...
dundee.gov.uk

This information is made available in large print or in an alternative format that meets your needs.	
Chinese	欲知詳情，請致電：01382 435825
Russian	Более подробную информацию можно получить позвонив по телефону: 01382 435825
Urdu	مزید معلومات کے لئے برائے مہربانی 01382 435825 پر فون کریں۔
Polish	po dalszą informację zadzwoń pod numer 01382 435825
Alternative Formats	For further information please contact 01382 307293

The Housing Department uses Language Line to provide a telephone interpreting service.

