

Housing Offices

General housing advice and information is available from any of our Housing Offices.

Lettings Centre
169 Pitkerro Road,
Dundee DD4 8ES
Tel: 01382 307400

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

West District Housing Office
3 Sinclair Street,
Lochee,
Dundee DD2 3DA
Tel: 01382 307301

For Advice and Assistance with Homelessness, contact:

Lily Walker Centre
105 Ann Street,
Dundee DD3 7TG
Tel: 01382 432001 (24 hrs)
or
Freephone 0800 633 5843
(Homeless Advice Line)

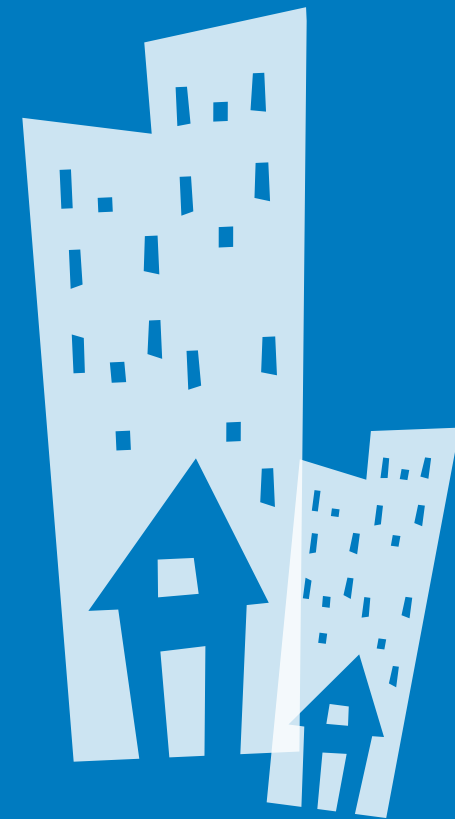
This information can be provided in large print or other formats. Phone 01382 434503.	
Chinese	欲知詳情, 請致電: 01382 431563
Russian	Более подробную информацию можно получить позвонив по телефону: 01382 431563
Urdu	مزید معلومات کے لئے برائے مہربانی 01382 431563 پر فون کریں۔
Polish	po dalszą informację zadzwoń pod numer 01382 431563

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



Homeless in Dundee?

Your Right to Request a Review of a Homelessness Decision



Your Right to Request a Review

Although we will follow homelessness law and Scottish Executive guidance when we make a decision on your homelessness application you have the right to request a review of our decision. Requesting a review means that you think we have made the wrong decision or that we have not had enough information to make the right decision on your case.

You have 21 days from the date you received your decision letter to request a review. Requests for a review of a decision on homelessness should be made in writing and must include your reasons for disagreeing with our decision. You can do this yourself or get a friend or advice agency to help.

All requests for a review should be addressed to:-

**The Director of Housing
Dundee City Council
Housing Department
1 Shore Terrace
Dundee
DD1 3AH**

What Happens Next?

We aim to carry out reviews within 14 days of receiving your request. Your review will be carried out by a Senior Housing Officer who was not involved in making the original decision on your application. Any information you supply in support of your application will be taken into account at this time.

If you wish to attend a review in person to explain your reasons for disagreeing with our decision please tell us when you request the review. If you do wish to attend in person you will be entitled to take a friend or representative with you.

Notification

You will be informed of our decision on your review in writing. We will state our reasons and how we came to this decision in the letter. Please note you do not have the right of a further review of this decision.

Temporary Accommodation

If you are living in temporary accommodation provided by Dundee City Council you have the right to remain in the accommodation during the review process or, if required, temporary accommodation will be arranged for you while the review is being carried out.

Advice and Assistance

It may be in your interests to seek help before requesting a review of our decision. Advice and assistance with housing matters is available from a number of solicitors in Dundee. Free independent advice can also be obtained from the following agencies:

Dundee North Law Centre
101 Whitfield Drive
Dundee
DD4 ODX
Tel: 307230

Shelter Advice Services
1 Court House Square
Dundee
DD1 1NH

Appointment system only - advice provided initially by telephoning 0808 800 4444.

Dundee Citizens Advice Bureau
Central Library
Level 4
Wellgate Centre
Tel: 307494

Social Work First Contact Team

Contact Details: Social Work Department,
11 Castle Street
Dundee DD1 3AA
Tel: 434019
Fax: 200321

Opening Hours: Monday to Friday
8.45am to 5.00pm

Which Decision can be Reviewed?

You can ask for a review of our decision on your homelessness application for the following reasons:

- Any decision that refers to which duties (if any) the local authority owe to you
- Any decision concerning notifying or referring your application to another local authority
- Any offer of housing where you feel that the accommodation is:
 - Overcrowded and may endanger the health of the occupants
 - Does not meet the special needs of yourself or a member of your household
 - Is not reasonable for you to occupy