



Homelessness Services: Our commitment to you

At all times we will:

- Listen to everything you tell us carefully;
- Treat you with respect;
- Treat your concerns with understanding;
- Be sensitive about anything personal you tell us.

When you are accessing the service we will:

- Treat you with consideration and respect the confidentiality of your situation;
- Give you free advice, information and assistance to find somewhere to live;
- Offer an appointment with a trained officer within 10 working days if you are threatened with homelessness.
- Offer an appointment with a trained officer if you contact us during office hours to say you are homeless;
- Provide an emergency service 24 hours a day, 365 days a year;
- Offer you temporary accommodation if you have nowhere to stay tonight;
- Not discriminate against you because of race, ethnicity, religion, social background, marital status, gender, disability, age, or sexual orientation;

When completing a homeless interview we will:

- Hold interviews in a private room;
- Offer you the choice of an interview with a male or female officer;
- Allow you to be accompanied by a friend, relative, or representative in your housing advice or homeless 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.



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When processing your application we will:

- Make sure your fears and needs are taken into account when making our decision;
- Keep you informed of the progress of your application;
- Aim to reach a decision on your application within 28 calendar days of your homeless interview;
- Advise you of your right to appeal or request a review of your decision;
- Tell you of how to appeal a decision;
- Tell you where you can get help with your appeal;
- Aim to respond to any appeals within 10 working days of receiving them.

If you have any comments on the above service standards please let us know by emailing your views to homelessness.enquiries@midlothian.gov.uk or writing to Homelessness Services, Midlothian Council, Midlothian House, 40-46 Buccleuch Street, Dalkeith, Midlothian. EH22 1DN



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