

# Your Housing Options Interview

**You have attended the Housing Options Drop-In service as you believe you are at risk of homelessness.**

## What happens now?

You have been made an appointment for a Housing Options Interview –

Date \_\_\_\_\_

Time \_\_\_\_\_

Name of Worker \_\_\_\_\_

Contact number – 01904 \_\_\_\_\_

## What to expect at your Housing Options interview

We will discuss your current housing situation and look at how we can prevent you from becoming homeless.

We will explore your housing options based on your individual circumstances.

We will work together to decide on a Personalised Housing Plan which will be based on what we have discussed and agreed in respect of your homeless prevention and/or alternative housing options.

We may make referrals or signpost you to other internal or external departments or agencies that may be able to assist you further with the Personalised Housing Plan, or provide more in-depth support that we agree you require.

## What do I need to bring with me to Interview?

For any household member over the age of 18

- Proof of current address
- Proof of Identification
- Bank statements (for all bank/savings and post office accounts, covering a 6 week period ending today)
- Proof of your income (wage or benefits)
- Proof of eligibility / proof of recourse to public funds

For any household member over the age of 16

- Proof of National Insurance Number

If you have dependant children

- Proof that you are in receipt of Child Benefit.

Any of the following that apply to you

- Private rented tenancy agreement
- The details of your landlord/letting agent if you live in private rented accommodation.
- Any notice given to you by your landlord
- Mortgage information if you own a property (monthly payments, mortgage statement and property valuation)

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## How long will the Housing Options interview take?

Your interview can last up to 2 hours but this can vary on a case by case basis.

Please ensure that you arrive at least 5 minutes before your given appointment time & ask main reception to let your worker know that you have arrived. If you are late for your appointment we may not always be able to see you on the same day and you may then need to make another appointment.

### **Housing Options**

**West Offices, Station Rise, York,  
YO1 6GA**

**Monday – Friday 8.30am-5pm**  
(excl. bank holidays). Please try  
and come in before 3.30pm.

**Telephone:** [01904 554500](tel:01904554500)

**Email:**

[housing.options@york.gov.uk](mailto:housing.options@york.gov.uk)

If you are unable to attend your appointment or you have a change of circumstances, please contact us to advise.

**Please note that if you are being asked to leave by a family member or friend then this person must also attend the Housing Options interview with you.**

## What will happen next after my interview?

This will depend on your personal circumstances & when you are likely to become homeless.

The primary role will be to work with you and others to prevent you losing your home & becoming homeless.

**Polish :** Niniejsza broszura zawiera wszystkie informacje potrzebne w rozwiązaniu jakichkolwiek problemów mieszkaniowych, które może Pan/Pani doświadczać. Pakiet informacyjny jest również dostępny w innych wersjach językowych.

**Turkish :** Bu broşürde olabilecek bütün konut sorunlarınızla ilgili ihtiyaç duyacağınız bilgilerin tümü bulunmaktadır. Bu bilgiler kendi lisanınızda da tedarik edilebilir.

**Cantonese:** 这将告诉你如何解决住房问题。我們可以您所需的語言提供該資訊