

Homelessness flowchart

This flowchart shows the questions the council will ask you and the steps it will follow when it decides if and how it should help you if you are homeless.

Further information about applying as homeless is provided on other factsheets.

A Shelter and Citizens Advice service. DCLG funded.



Registered charity number 279057.

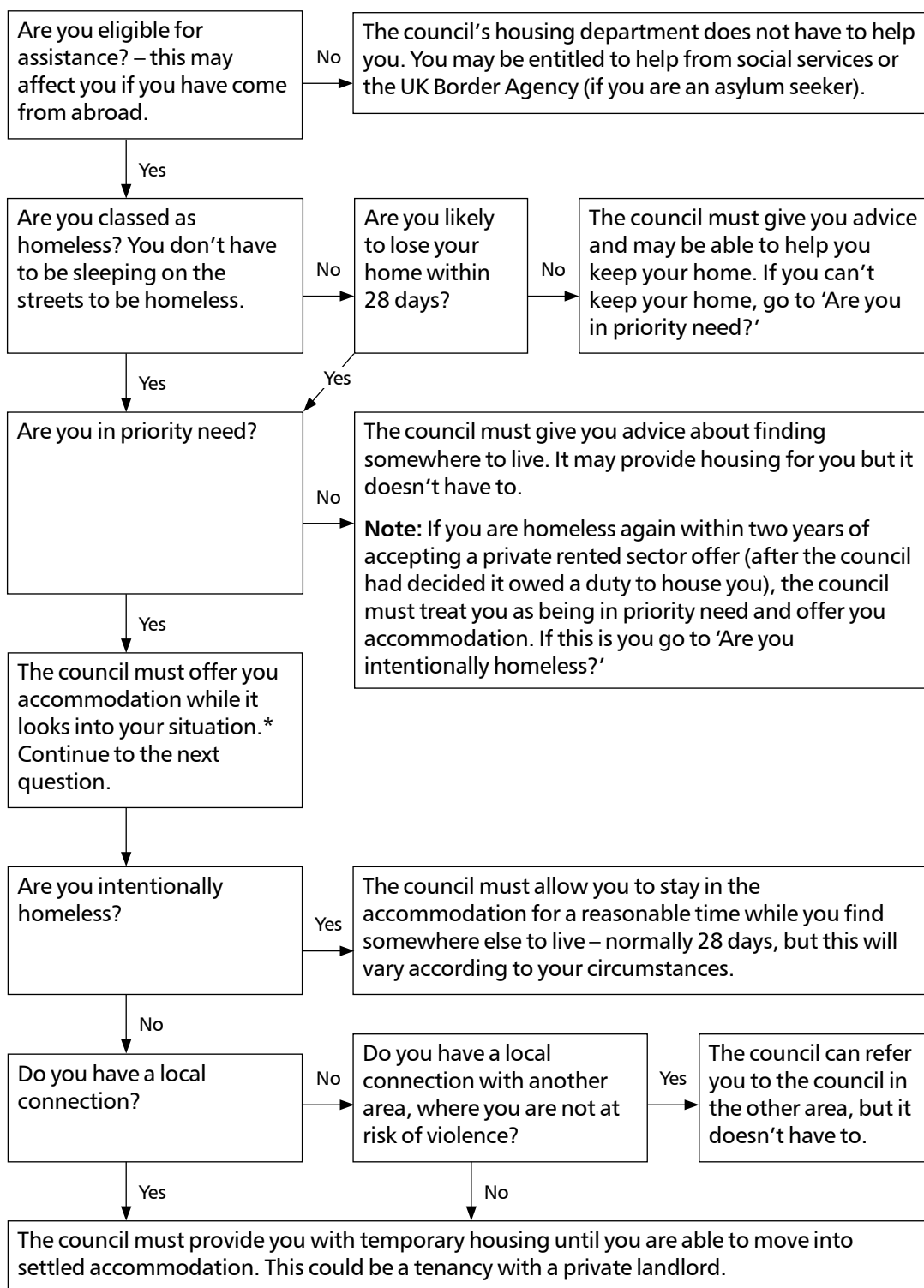
Shelter

Registered charity in England and Wales (263710) and in Scotland (SC002327).



Note for advisers

Information contained in this publication is correct at the time of going to press. Please check details before use.



Further advice

This flowchart only offers an overview of the application process. You can get further advice from Shelter’s free** housing advice helpline (0808 800 4444), a local Shelter advice service or Citizens Advice bureau, or by visiting shelter.org.uk/advice

* This also applies if the council has reason to believe that you might be homeless, eligible and in priority need.

**Calls are free from UK landlines and main mobile networks.