

Factsheet 2: Housing Advice at Runnymede Borough Council-If you are Homeless in an emergency

At Runnymede, we will see anyone who is 'homeless today' through unforeseen circumstances that have resulted in an emergency situation. You can drop into our offices, Monday to Friday, between 9.00 am and 4.00 pm.

You will be seen by the duty housing needs officer who will need to establish your circumstances.

We can only deal with these situations if there is a genuine risk that you have nowhere to sleep that same night and we have 'reason to believe' that you meet the criteria for a placement as set out by law.

If we do have 'reason to believe' you meet the criteria for more than just advice and assistance we will want to explore with you what options you may have to stay with family or friends, or the accommodation from which you have become homeless from (if it is an illegal eviction we can assist you to access the property with the help of the police if necessary).

If there are no immediate options available we will offer emergency accommodation in the form of a Bed & Breakfast placement and this could be anywhere. Availability changes daily and we can never guarantee an ongoing placement in the same place as we have no control over the B & B establishments.

If you do not meet the criteria for placement, we will offer advice and assistance, which is a list of night shelters, B & B telephone numbers if required and provide full housing options and advice to you.

Please note the earlier you deal with your housing issues the better it will be as we can assist you to look for alternative housing options. The later you leave it, the more risk there is to you and your household. *Please also note you need to accept personal responsibility for being part of your own housing solutions.*