



Independent advice

If you are facing a homeless situation, you may also wish to seek independent legal advice:

»» Shelter Scotland

can give you confidential advice, information and advocacy if you have housing problems.

Or call their helpline 0808 800 4444 (lines open Monday to Friday 9am-5pm).

»» Citizen's Advice Bureau

can give you advice on dealing with your landlord and help to avoid losing your home.

www.citizensadvice.org.uk/scotland/

Complaints Procedure

If you have a complaint or are unhappy with any aspect of the service you can speak to the Team Leader in your area. They may be contacted through your Local Housing Office. Alternatively you can make a formal complaint via the Aberdeenshire Council Complaints Handling Procedure.

aberdeenshire.gov.uk/apps/haveyoursay/

Local Housing Offices

Options and Homelessness
Training Centre
Maconochie Road
Fraserburgh
AB43 8TH
Tel 03456 08 12 03

Options and Homelessness
Gordon House
Blackhall Road
Inverurie
AB51 3WA
Tel 03456 08 12 03

Options and Homelessness
Town House
34 Low Street
Banff
AB45 1AY
Tel 03456 08 12 03

Options and Homelessness
16/22 Allardice Street
Stonehaven
AB36 2BR
Tel 03456 08 12 03

Options and Homelessness
Buchan House
St Peter Street
Peterhead
AB42 1JL
Tel 03456 08 12 03

Options and Homelessness
25 Gordon Street
Huntly
AB54 8AN
Tel 03456 08 12 03

aberdeenshire.gov.uk

   @aberdeenshire

Housing Options

Advice and Information

We will work with you to help you find a home, or keep the one you have.



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What is Housing Options?

Housing Options covers a wide range of advice and assistance provided by the Local Authority. This could mean that we help you stay in your current home, find a private tenancy or access a home with a housing association/council.

If you are experiencing difficulties with your accommodation, have a general housing query, or you are facing homelessness, Aberdeenshire Council offer a free, housing options advice service.

Homelessness

If you think you will become homeless in the near future contact us straight away for advice. Please do not wait until you have nowhere to stay – we may be able to prevent you becoming homeless.

Call us on 03456 08 12 03



What help will I receive?

If you contact us for advice or help, we will make you an appointment to see a Housing Officer (Options).

At this appointment, we will gather information to help decide the best actions for your particular circumstances. This will include looking at all housing options available to you, and agreeing an Action Plan to try to resolve your housing problem.

Homelessness Assessment

We have a legal duty to carry out a homelessness assessment. An assessment will look at:

»» whether you are homeless, or are about to become homeless or it is not reasonable for you to stay in your home;

»» whether or not you are intentionally homeless;

»» whether or not you have a local connection with Aberdeenshire.

We aim to reach a final decision on each application within 28 days. This gives us enough time to make the necessary enquiries to check your homeless circumstances properly.

If you have been assessed as homeless, temporary accommodation will be provided if needed. If you are dissatisfied with the outcome of your application, you have the right to request a review.

The review process is explained within your homelessness decision letter.