

## Housing in Scotland : Your Rights

All councils in Scotland have a duty to help you when you're homeless. If your own local council thinks you are homeless, they legally have to help you find a home: to help you find temporary accommodation right away, and then to help you find a home of your own in the long-run. If the council thinks you *might* qualify to be registered homeless then they have to find you a temporary home whilst they check you are eligible. If you have applied to the wrong council, they have to point you in the right direction.

To get help from your local council, you must:

**1. be legally homeless, now or within 28 days, meaning you:**

- have no accommodation at all
- cannot access your home
- live in a violent household
- live in an overcrowded home
- live in an unclean or unsafe home
- live in a B&B, hostel or refuge

**2. be born in the UK or European Economic Area (EEA), or have family living there**

**3. not have chosen to be homeless**

**4. have a connection with the local council you are applying to:**

- to find out if you have a local connection visit **Shelter Scotland's** website linked below

**5. if you are from outside the EEA, you need to have the right to live and work in the UK**

Shelter Scotland  
Citizens Advice Bureau (CAB)  
National Domestic Violence Helpline  
Govan Law Centre (Glasgow)  
Glasgow City Council  
Edinburgh City Council

If you have nowhere to sleep tonight, and nowhere else to turn, contact:

**1. Your local council:**

- Glasgow: **0800 838 502**
- Edinburgh: **0800 731 6969**

**2. Simon Community (Glasgow):**

- **0800 027 7466** (Free, 24 hr)

**3. Streetwork (Edinburgh)**

- **0808 178 2323** (Free, 24 hr)

**4. Shelter's advice helpline:**

- **0808 800 4444** (Free, 9-5 Mon-Fri)

**5. Police Scotland:**

- dial **101** (not 999)

If your application is rejected:

- you should appeal the decision if you think it is wrong. The council must find you temporary accommodation whilst they look at your appeal
- the council legally has to direct you towards local homeless charities

<http://scotland.shelter.org.uk/>  
[www.citizensadvice.org.uk/](http://www.citizensadvice.org.uk/)  
**0808 2000 247**  
**0141 440 2503**  
[www.glasgow.gov.uk](http://www.glasgow.gov.uk)  
[www.edinburgh.gov.uk](http://www.edinburgh.gov.uk)

Visit [www.thepavement.org.uk](http://www.thepavement.org.uk) for a full PDF version of this page, with more detailed information on your housing rights.

## Housing in England : Your Rights

Your local council does not always have to help you find emergency accommodation if you are homeless. English local councils run a '*priority need*' system which was originally set up to make sure that the most vulnerable homeless people are helped first. However, the 'priority need' system can negatively affect many 'single-homeless' people who do not have the same rights to emergency housing as others do.

To get emergency housing from your local authority you must:

**1. be legally homeless meaning you:**

- have no roof over your head now, or in the near future
- have not chosen to be homeless
- are fleeing from domestic abuse
- have been released from prison or hospital with nowhere to go
- live in overcrowded or hygienically unsafe accommodation

**2. be 'eligible for assistance', meaning you:**

- have the right to live in the UK
- can receive housing benefit

**3. be in 'priority need' meaning you:**

- are 'vulnerable'
- have children who depend on you
- are pregnant
- are homeless due to a fire, flood or other disaster
- are 16-17 years old

For free help with your emergency housing application:

**1. Streetlink**

- Phone: **0300 500 0914**

**2. Shelter**

- Web: [england.shelter.org.uk](http://england.shelter.org.uk)
- Phone: **0808 800 4444**  
(8am-8pm Monday to Friday, 8am-5pm weekends)

**3. Citizens Advice Bureau**

- Web: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)
- Phone: **03444 111 444**

**4. UK Government**

- Web: <https://www.gov.uk/homelessness-help-from-council>

If your application is rejected:

- you should appeal the rejection if you think it is wrong. You have 21 days to appeal this decision
- Shelter and Citizens Advice Bureau can help you with your appeal

### Short Term Emergency Housing

- emergency nightshelters will allow you to stay there for 1 or 2 nights
- **No Second Night Out:** [www.nosecondnightout.org.uk](http://www.nosecondnightout.org.uk) (via *Streetlink*)
- 'cold' and 'winter' shelters are open in winter
- **Womens Refuges are available for women fleeing domestic violence** (Call the National Domestic Violence Helpline on **0808 2000 247** if you are experiencing domestic violence or abuse.)

Visit [www.thepavement.org.uk](http://www.thepavement.org.uk) for a full PDF version of this, with more detailed information on your housing rights.