What to expect at your Housing Needs interview
Thank you for visiting the Housing Needs Service, this leaflet sets out what you can expect at your housing needs interview.

Why am I being interviewed?

We need to gather information from you to make an assessment of your case and advise you on what assistance we can provide to help you resolve your current housing difficulties. As part of the interview you will be offered help to stay in your current home or offered advice to find suitable alternative accommodation.

Who will interview me?

If you do not have an appointment an Officer in our Housing Triage service will interview you. During your interview, the Officer will take details about yourself and your family that live with you. If required, you will be asked to provide:

- proof of your identity
- evidence of why you are homeless or about to become homeless
- evidence of where you live
- other evidence of your personal circumstances

What happens after my assessment interview?

If we have not been able to help you resolve your housing difficulties at this stage, we may refer your case to a Housing Options Advisor. You will usually be able to see a Housing Options Advisor the same day, but occasionally it is necessary to make an appointment.

If your case is referred it is usually because some direct action needs to be taken, which may include:

- Speaking to your landlord.
- Visiting you at home.
- Negotiate with your mortgage lender.
- Refer you to money advice.
How long will a meeting with a Housing Advisor or Options Caseworker take?

Your meeting will last about an hour, although this does vary. There may be occasions where the Officer has to seek advice from a colleague or contact another agency on your behalf during the course of the discussions.

The aim of this meeting is to try and prevent you from becoming homeless, and if this is not possible, to inform you of all the options available.

If you are unable to remain in your home the options available will vary depending on your circumstances. There are over 6000 households on the Council’s Housing Register waiting for a housing association home and there are currently around 400 properties let each year. It is impossible to advise you when, or if, you will be offered a housing association home. You should not rely on the Housing Register to assist you with your accommodation. Other options may include staying with family or friends, temporary accommodation or a private rental.

To help us help you as quickly as possible, please try and bring as many of the following documents with you to your appointment.

- Proof of your identity (for example your passport or birth certificate, national insurance card, proof of immigration status).
- Proof of your income (for example your benefit books and/or most recent payslips).
- Proof of your children’s identity (their full birth certificates).
- Proof of any tenancies or licence agreements you may have or used to have and letters from your landlord/agent such as a Notice to Quit.
- Proof of any illness or disability you may have (your medicines and letters from your G.P. or hospital doctor).
- Crime number or copies of relevant police reports (for example, if you are leaving home because of violence or harassment).
- Letter from parents/friends/relations saying you have to leave, repossession letter from mortgage lender, eviction documents from the court.

Please Note: Your interview will be terminated and you may not be offered any further assistance if you are abusive to our staff.
Request for document translation

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If you need any part of this document explained in your language, please tick box and contact us either by writing or by phone using our contact details below.

Your contact:
Name...................................................
Address................................................
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Telephone.............................................

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