

# Customer First

## Housing Advice



These are the **service standards** we aim to achieve

If you	We will
are immediately homeless	make an appointment to see you the same working day; or the next working day if you are homeless in an emergency overnight
are likely to become homeless in the near future	make an appointment for you to see a housing advisor within 10 working days
apply to be placed on the Housing Register	register and band your application within 10 working days, and update your registration, if your circumstances change, within 5 working days of receiving all relevant information