

Customer First

Housing Advice



South Hams
District Council

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

If you	We will
are likely to become homeless in the future	<ul style="list-style-type: none">• offer you a housing options assessment within 10 working days of your request for advice.• provide you with a tailor-made housing options plan that identifies the best options for you.
are homeless	<ul style="list-style-type: none">• provide a 24 hour emergency homeless advice service if someone becomes homeless outside office hours.• provide a same day appointment, or the next working day if you are homeless outside office hours.• give you a decision on your homeless application within 33 working days and, if this is not possible, we will tell you if there is going to be a delay.
come to the office	<ul style="list-style-type: none">• aim to see you within 15 minutes of you seeing a receptionist (if you do not have an appointment).• aim to see you within 10 minutes of your booked time (if you have made an appointment). We will let you know if you are likely to be kept waiting after this time.
apply for Devon Home Choice	<ul style="list-style-type: none">• register and band your application within 10 working days of receiving a fully completed application.• amend your application within 5 working days of receiving all relevant information.