

# The Homeless Application Process: Edinburgh

## Who can apply?

### Who can apply for homelessness assistance:

Anyone over 16 can get homelessness help in Scotland if:

- They are a British or Irish citizen
- They have settled status
- They have pre-settled status and meet certain conditions, such as working
- They have refugee status or humanitarian protection
- People with different immigration statuses who have access to public funds may also be able to get homelessness help

If there are adults with support needs or children in the household, social work may also be able to offer accommodation.



## Making the application

### Making a homeless application:

We find that it is best to present in person to a City of Edinburgh Council office. The Council has four offices where you can go to present.

**Southeast Locality Office**  
40 Captain's Road,  
Edinburgh,  
EH17 8QF

**Northeast Locality Office**  
101 Niddrie Mains Road,  
Edinburgh,  
EH16 4DS

**Southwest Locality Office**  
10 Westside Plaza,  
Edinburgh,  
EH14 2ST

**Northwest Locality Office**  
8 West Pilton Gardens,  
Edinburgh,  
EH4 4DP

They also have an office specifically for people who have significant support needs, such as physical or mental health issues, addictions, learning difficulties, or have experienced abuse:

**The Access Place**  
181 Newhaven Road,  
Edinburgh,  
EH6 4QA

The Council should provide an interpreter if you need one. If you are unable to make an application in person, you can contact the Council by phone or email. We advise you go in person if you are street homeless and hoping to access temporary accommodation immediately.

 **Contact the Council if you cannot apply in person: 0131 529 7125**

 **Email: [HPHOT.HousingAssistants@edinburgh.gov.uk](mailto:HPHOT.HousingAssistants@edinburgh.gov.uk)**

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## What happens next?

### 1. The Council should take your application

If you say that you are homeless, this should be enough for the Council to accept an application.

### 2. The Council should offer you temporary accommodation

This can be in a hotel or bed and breakfast for up to seven days, after which they should give you suitable accommodation. If you have medical needs, please tell the Council so they can take this into account.

### 3. The Council should investigate your situation and give you a decision letter

After you make a homeless application, the council will investigate your situation and decide if you are entitled to council support.

The letter will explain you the decision and what happens next. The Council will try to give a decision within 28 days, but it might take longer.

## The different homeless decisions

### “Unintentionally homeless”:

You have been found to be eligible for homelessness services. You can stay in temporary accommodation until you are offered permanent accommodation by the Council. You should bid on three suitable accommodations on EdIndex every week.

### “Intentionally homeless”:

You have been found to be homeless, but you deliberately did or failed to do something that led to you being homeless, so you will not be given permanent accommodation. You can stay in temporary accommodation for a reasonable amount of time while you find somewhere else to live. Speak with the Council to see if they can help you look for other options

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### “Not Homeless”:

You have been found to have a home, either in the UK or abroad, that is reasonable for you to occupy. You will not be given permanent accommodation, and you will have to leave temporary accommodation.

### “No Local Connection”:

The Council has decided to refer your homeless application to another local authority area where you have a local connection (due to residence, residence of close relatives, or employment). The Council has a duty to provide you with temporary accommodation until the other local authority has accepted a homeless duty for you. You can create local connection through finding employment in Edinburgh; if you find employment, you can make a new homeless application.