



## **Pembrokeshire County Council – Housing Department**

### **Your Homeless Interview**

You have either asked to see a Housing Officer or have made an appointment to see a Housing Officer in relation to your housing situation. We appreciate that you may feel anxious regarding this. This leaflet helps to explain what to expect from this meeting.

#### **What should you expect?**

The meeting may take approximately one hour. During this time, the Housing Officer will need to ask you many detailed questions about your situation. These may include personal questions your health, finances, previous and current circumstances and, where appropriate, any criminal record. We have to ask these questions to establish what help, if any, we can give you.

It is important that you answer fully and honestly. Interviews may be conducted in an open interview booth. We have limited access to a private booth so please tell the Housing Officer if you would prefer this. Please note that this may increase the time you will be waiting to see a Housing Officer.

If there is anything that you do not wish to discuss, or if you feel uncomfortable with any of the questions asked, please let the Housing Officer know at the time. Please be aware that if you cannot answer questions fully, this may limit the help we are able to give you.

#### **What you should bring with you to the interview?**

In order to assist the Housing Officer to have a better understanding of your circumstances, and be able to make a decision more quickly as to what assistance, if any may be given, please bring the following with you to your interview:-

- Proof of Identification e.g. birth certificate, driving licence, passport etc.
- Details of your income and expenditure e.g. your last three months bank statements.
- Details of any medication you or a member of your household has been prescribed e.g. repeat prescription, GP's letter etc.

If you do not have this information with you at the interview, please discuss this with your Housing Officer and if required this information should be provided as soon as possible following your interview.

#### **What can we do to help?**

This will depend on your circumstances. The Housing Officer will be able to give more advice about this when you have discussed your circumstances. Please note any advice given is free of charge, and will be based on the information provided by you.

You will also be asked to sign a Declaration that states that the information you have provided to us is correct information and that you have not withheld information or misled us in relation to your circumstances. Also by signing Declaration you are consenting to the Housing Officer making enquiries, as below, to assist with being able to provide you further advice, and assistance, if appropriate.

### **What happens after the meeting?**

The Housing Officer will make enquiries, including where relevant checks with Department for Work and Pensions, other Council Departments e.g. Social Services, Education, GP's and other Health Care Professionals, previous and current landlords, credit agencies and other government departments e.g. Probation, Police and also any of your support network e.g. family, friends, carers/support workers etc.

Please note that this is not exhaustive, as it will be dependent on each individual customer's circumstances.

We may also use information held in the public domain, including social media.

It is important that you provide any additional information as quickly as possible as a delay may extend the investigation time, or a result in a decision being based on incomplete information. The Housing Officer will then make a decision as to what assistance, if any, we can provide in accordance with the relevant legislation. You will be notified of this decision in writing 10 working days following your original presentation to the Housing Department in relation to your housing situation.

**You will be given your Housing Officer's name. Your Housing Officer may also give you a list of further information that is needed, or a list of things you need to do.**

**You will also be given a Housing Advice Pack, which you should read at the earliest opportunity after your interview. If you have any questions about the information provided to you in the Housing Advice Pack please contact your Housing Officer regarding this.**

**If you are unclear about any of the information on this leaflet, please ask the Housing Officer at the start of your meeting.**