

## How to get in touch with us?

**Call us:** on 01896 661 385 or 0800 376 1138 (freephone)

**Visit us:** Paton Street, Galashiels, TD1 3AS

**Or e-mail:** [homelessnessservices@scotborders.gov.uk](mailto:homelessnessservices@scotborders.gov.uk)

We are open Monday – Thursday: 8.45 - 5pm, Friday: 8.45 – 3.45pm

We will try to give you advice straight away but if we need to discuss your housing situation in more detail we will make an appointment with a Housing Options Officer in Galashiels, Kelso, Jedburgh, Hawick, Peebles, Duns or Eyemouth.

**If you are concerned about your housing situation it is really important to contact us as early as possible to get help to prevent you from losing your home.**



**Homelessness Services  
Galashiels Area Office  
Paton Street  
Galashiels TD1 3AS**

**Telephone:  
01896 661385**

**Freephone:  
0800 3761138**

**Email:  
[homelessnessservices@scotborders.gov.uk](mailto:homelessnessservices@scotborders.gov.uk)**

You can get this document on tape, in large print, and various other formats by contacting us at the address below. In addition, contact the address below for information on language translations, additional copies, or to arrange for an officer to meet with you to explain any areas of the publication that you would like clarified.

**HOMELESSNESS SERVICES  
Galashiels Area Office | Paton Street |  
GALASHIELS | TD1 3AS  
tel: 01896 661385 | freephone: 0800 3761138  
email: [homelessnessservices@scotborders.gov.uk](mailto:homelessnessservices@scotborders.gov.uk)**

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## Housing difficulties?

# scottish borders homelessness services



If you are homeless or are at risk of losing your current accommodation our service can offer help and advice.

Facing housing difficulties might be stressful and there are many reasons leading to losing accommodation e.g.:

- having a private tenancy that is coming to an end
- having been asked to leave by parents or people you are living with
- relationship breakdowns
- fleeing domestic abuse
- disrepair making your house unsafe
- mortgage or rent arrears.

You can contact us if you own your home, are a tenant, a lodger, a sofa-surfer or have nowhere to stay.



## What help we can offer?

Our first job is to try and prevent you from becoming homeless by:

- advising you on your housing rights and responsibilities
- assisting you with dealing with rent/ mortgage arrears
- assisting you with getting repairs carried out (by involving Housing Strategy/ Environmental Health)
- mediating with your parents, relatives or other people you live with
- providing you with benefit advice and ways of maximising your income

- helping you sustain your tenancy
- putting you in touch with other relevant organisations and services

If we cannot prevent you from becoming homeless we will actively assist you to find alternative accommodation. This might involve making an assessment decision under the terms of the homeless legislation and this will be discussed with you further at your initial housing appointment.

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