



Wyre Forest District Council

The Homeless Applicants Charter

- **What you can expect from the Council**

You will be treated with respect and courtesy and in a professional manner at all times.

Your application will be dealt with in a fair and impartial manner and in accordance with the Housing Act 1996, Part VII – Homelessness, the Homelessness Act 2002 and the Homelessness Code of Guidance issued by the Office of the Deputy Prime Minister.

A Homelessness Officer will deal with your application. You will be given details of their name and how to contact them at your initial interview.

To receive a written decision on your homelessness application within 33 days from the date of your initial interview.

- **What the Council expects of you**

To be polite and courteous at all times.

To provide all information requested by the Homelessness Officer, and any changes in your circumstances as they occur that are relevant to your application for housing.

If you feel that your application has not been dealt with fairly, please contact Tim Powell, Housing Needs Manager on:-

Telephone: 01562 732307

Mail: Wyre Forest Community Housing
Housing Needs Section
Oxford House
Oxford Street
Kidderminster
Worcs.
DY10 1BQ

Useful Contacts

Community Drugs Team (CDT)
28/29 New Road
Kidderminster
Worcs.
DY10 1AF
Telephone: 01562 823211

Citizens Advice Bureau
21 New Road
Kidderminster
Worcs.
DY10 1AF
Telephone: 01562 60194

Benefits Agency
Crown House
Bull Ring
Kidderminster
Worcs.
DY10 2DH
Telephone: 01562 632600

Connexions
Youth House
Bromsgrove Street
Kidderminster
Worcs.
Telephone: 01562 820110