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Emergency help with housing

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Housing Options CoVid 19 Contingency Plan

Emergency help

As you are aware, the Government has imposed strict guidelines to protect the public during the arrival of CoVid19. For this reason, we ask that you **do not** attend the office unless there is no alternative. Instead, where possible, **please call us on 01253 477760** if you are homeless today. We can assess your homeless application over the telephone and we will ring you back if you need us to.

An **emergency** is if you:

- Have no where to live or need to leave your home immediately (for example, you are experiencing domestic violence or abuse)

In cases of violence against you we would advise you to go to the nearest police station.

Telephone opening times

- 9.00am to 5.00pm Monday, Tuesday, and Thursday
- 1.00pm to 5.00pm Wednesday
- 9.00am to 4.30pm Friday

Alternatively you can e-mail us housing.options@blackpool.gov.uk

Outside of our opening hours we provide an out of hours service, for emergencies only, on telephone 01253 477600.

Office opening hours

If **you do not have access to a telephone** and are homeless today you can come to our offices on Chapel Street. This will be a limited services for people who are in urgent need (i.e. homeless that day) and have no access to phones.

If you are unable to access the telephone and in urgent need, our office opening hours are:

- 1.00pm to 4.30pm Monday to Friday

Rough sleepers

If you are sleeping on the streets telephone Housing Option on **01253 477760**. Only attend our office on Chapel Street if **you do not have access** to a telephone.

Housing Options will still undertake regular street outreach to identify new rough sleepers and safeguard those at risk due to the virus. Where ever possible we will try to accommodate rough sleepers.

More information on your rights

If you want more information about your housing rights and the council's duties please visit [Shelter's website](#)

For additional support, including access to food and emergency provision, please visit the [Food Partnership website](#)

If you are a member of the public and have identified a rough sleeper, you can telephone us direct on 01253 477765, or email us at HSAT@blackpool.gov.uk

Additional information

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