

We have developed an

I NEED HELP

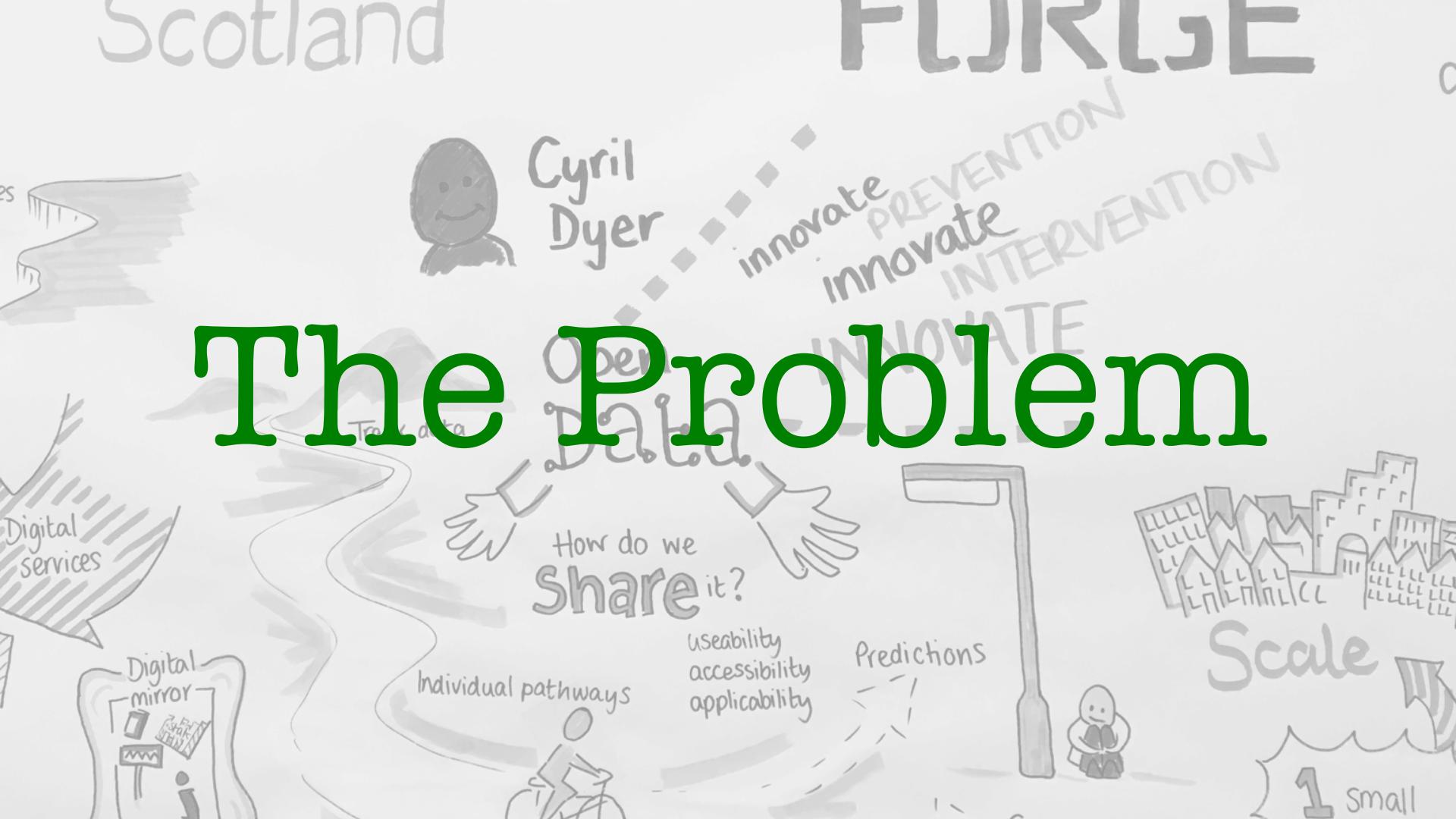
button

Scotland

FORGE

Cyril
Dyer

The Problem



Save time. Do it online:

Pay

Report

Request

Read the latest information on PPP1 schools

Home > Housing > Homeless or at risk

Homeless or at risk

Emergency homeless assistance

Get help if have nowhere to stay or are at risk of losing your house

Homeless Assessment

Arrange an assessment to determine if you are homeless

Temporary Accommodation

Access temporary housing if you are

Private Sector Leasing (PSL)

Find out about privately owned

Housing

[Area regeneration](#)

[Council and housing association homes](#)

[Council tenants](#)

[Homeless or at risk](#)

[Housing support and advice](#)

[New council homes](#)

[Private housing](#)

What to do if you are homeless in Edinburgh

If you have nowhere to stay or are at risk of losing your house, we can help by going over your housing options. This help may include

- general housing advice
- homeless assessment interview
- temporary accommodation

You can drop in during working hours or make an appointment to speak to someone at the Housing Options Team

1a Parliament Square
Edinburgh, EH1 1RF

0131 529 7368

Opening Hours: Mon, Wed & Thu 08:30 to 17:00, Tue 10:00 to 17:00 and Fri 08:30 to 15:40

For housing, social work and health assistance the Access Point

23 Leith Street

Neighbourhoods



A range of Council services are managed locally in your neighbourhood. Contact your Neighbourhood Office about housing, community safety, environment or community engagement issues in your area. [Find out which neighbourhood you live in.](#)

City Centre and Leith

Services delivered locally in the City Centre and Leith

East

Services delivered locally in East Edinburgh

North

Services delivered locally in North Edinburgh

South

Services delivered locally in South Edinburgh

South West

Services delivered locally in South West Edinburgh

West

Services delivered locally in West Edinburgh

Save time. Do it online:

[Pay](#)

[Report](#)

[Request](#)

Read the [latest information on PPP1 schools](#)

[Home](#) > [Neighbourhoods](#) > [South West neighbourhood](#)

South West neighbourhood

South West Neighbourhood services

Find out what services are available in your local office

Environmental projects

See what projects are going on in South West

Improvement projects

Find out about improvements in South West

Welfare rights - Outreach project

Get welfare rights advice

Neighbourhoods

[City Centre and Leith Neighbourhood](#)

[East Neighbourhood](#)

[North Neighbourhood](#)

[South Neighbourhood](#)

[South West neighbourhood](#)

[West Neighbourhood](#)

What to do if you've nowhere to stay

In an emergency

What to do if you've nowhere to stay

Emergency accommodation

Help and advice

What is homelessness?

Homeless people's rights

Help from the council

Sleeping on the streets

Does the council have to house me?

Finding a place to live

Renting rights

Paying for a home

Eviction

If you don't have anywhere to stay, don't panic - there are several things you can do. This page looks at your options.

Go to your local council

If you don't have a place to stay, your first stop should be the housing department of your local council, to [make a homeless application](#). The council should provide you with somewhere to stay while it looks into your situation, and you should be able to move into this temporary accommodation immediately. When the council has finished its inquiries, it should send you a letter explaining what kind of help you are entitled to and why.

If the council offices are closed, there should be an emergency number you can call. This number can usually be found on [your council's website](#).

What help should I get?

Our '[What help does the council have to give me?](#)'  flowchart outlines what help your council should give you.

Contents

[Go to your local council](#)

[What help should I get?](#)

[Emergency accommodation](#)

[Sleeping rough](#)

[Squatting](#)

 This advice applies to Scotland only [Get advice if you're in England](#).

Shelter PRODUCT
Scotland FORGE

How can this be done better



888
People not
statistics



Digital



350
young people
made homeless



under 25s



Remember



Priv



What do you need?

Search



Housing

A place to stay



Food

Something to eat



Everyday things

Swags, clothes, food vouchers etc



Health

Physical, mental, emotional



Centrelink

Access to services



Money help

Emergency funds, bills etc



Support & counselling

Someone to help



Legal

Police, law & fines



SEARCH

[News](#) [About us](#) [Blog](#) [Housing policy](#)

[Get advice](#) [Get involved](#) [Campaigns](#) [Donate](#)

Shelter
Scotland

great**home**debate

in partnership with **Scottish Gas**



This service aims to help you find temporary accomodation in an emergency.

Have you a safe place to sleep tonight?

No

Yes

We need to know where you are to find your nearest sources of help.

We can ask your phone for your location, or you can tell us where you are.

Ask my phone

Other (please specify)

Submit Query

You're on Castle Terrace in Edinburgh?

Yes

No, let's try that again.

You don't need to answer this, but it might help us get funding.

Do you identify as...

Male

Female

Trans male

Trans female

Non-binary

Other (please specify)

Submit Query

Prefer not to say

So we can direct you to age-appropriate services.

How old are you?

15 or younger

16 or over

Housing Info

For urgent help call:

0800 731 6969

Emergency Social Work

Housing Info

For urgent help call:

0800 032 5968

City of Edinburgh Council emergency
line

Next Steps...

Arrange a homelessness assessment. More info

Other Offices

The Access Point

Housing and Social Work Assistance

Address: 23 Leith Street, EH1 3AT

Phone: 0131 529 7438

Features

- Clear uncluttered, intuitive interface
- High contrast colour palate
- Written in plain language for easy comprehension
- No graphics for quick loading
- Accessible for standard screen readers
- Consistent user experience across browsers and devices
- Information can be sent to mobile device via SMS service
- Accessible for standard screen readers

Future Potential

- Expansion to link in with wider range of services (foodbanks, legal advice, medical services etc.)
- Information can be sent to mobile device via SMS service
- Accessible for standard screen readers
- Option for recorded content for those with cognitive impairments