

## **What to do in an emergency situation in Fowlmere:**

If a person or household is made homeless due to fire, flood or any other emergency then the Council will have a duty to secure temporary accommodation.

If this occurs in office hours then a call to 03450 450 051 and ask to be put through to Housing Advice stating the urgency i.e. have nowhere to sleep tonight will suffice. If it is outside of office hours then the Homelessness emergency number to ring is 0845 609 5438

We can only offer whatever is available in terms of accommodation so it is unlikely to be like for like. If we have a flat in Maple Court, Waterbeach or a room in Sawston then this would be offered, in an emergency often the only initial offer we can make is likely to be bed and breakfast which is likely to be out of area.

It is usually better in these instances that people go to stay with relatives or friends where possible as this is likely to be less disruptive. However, the council does have and will fulfil the duty to accommodate when required.

I hope this is useful, please let me know if you require any more information.

Kind regards

**Susan Hinawski** | Housing Advice & Homelessness Manager



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