

Homeless and housing register application guidance notes

All homeless and housing register applications are assessed in accordance with the law, statutory guidance, and local policy, such as Housing Allocation Scheme.

Homelessness guidance

- If you apply as homeless after having arrived in the UK, you are unlikely to be eligible for our services. This means that we would not owe a housing duty towards you, and you will need to find your own accommodation.
- You may not be offered temporary accommodation while we process your homeless application
- If you are offered temporary accommodation, it may not be in Crawley
- Facilities vary within temporary accommodation (in terms of access to bathrooms, cooking facilities, and whether it is furnished)
- Staying in temporary accommodation is not free. You must pay, or if eligible, apply for housing benefit. Missed payments are likely to affect an offer of housing
- You are responsible for paying for your food, bills, travel costs and rent while in temporary accommodation
- You may not be owed a housing duty, in which case you will be asked to leave any temporary accommodation you are occupying
- We (the council) can end a housing duty by offering social or private rented housing
- The wait time for social housing is many years
- Homeless households owed a relief or main duty are entitled to one offer of housing, if refused, our housing duty to you will end and you will be asked to leave any temporary accommodation you are occupying.

[For more information about homelessness and making a homeless application, visit our homelessness page.](#)

Housing register guidance

- If you apply as homeless after having arrived in the UK, you are unlikely to be eligible for our services. This means that we would not owe a housing duty towards you, and you will need to find your own accommodation.
- There are over 2200 households on the housing register waiting for social housing

Crawley Borough Council

crawley.gov.uk

- The housing register is not a quick solution and the wait time for an offer of social housing is many years
- There are fewer larger properties in Crawley therefore larger households can experience longer waits for housing

[For information about making a housing register application, visit our housing register page.](#)