To **<name of homeless caseworker at the council>**

**<client’s first and last name>** has contacted our organisation for assistance with their current homeless situation.

They are currently in temporary accommodation at **<address of accommodation>**.

The homeless household comprises: **<say how many people are in the household and their relationship to your client>**

This accommodation is unsuitable accommodation because it:

 **[delete those which do not apply]**

* does not have adequate toilet and personal washing facilities for the exclusive use of the household
* does not have the use of a living room
* does not have the use of adequate cooking facilities
* is not useable 24 hours a day **[i.e. there is a curfew, or the applicant has to be out of their room for part of the day]**

**<client’s first and last name>** has been accommodated in unsuitable accommodation for more than 7 days. They have been in their current accommodation since **<date>**.

Please can you confirm by **<insert deadline based on urgency of case>** that suitable temporary accommodation will be provided, and the date by which **<client’s first and last name>** will be given access to this accommodation. If suitable accommodation is not available from that date, please provide::

* the reasons why suitable accommodation is not available
* information on what steps the local authority is taking to secure suitable accommodation
* an indication of the timescale for providing suitable accommodation

Please get back to either myself or **<client’s first and last name>**. If we do not hear from you, or there is no satisfactory information regarding what steps the local authority is taking and the timescales for suitable accommodation being provided, I will advise **<client’s first and last name>** to seek further advice on their rights which might include legal advice from a solicitor.

Thank you

**<your first and last name>
<your contact number>**

Client:
**<client’s name>
<client’s contact number>**