Subject: URGENT: **<client’s first and last name> <client’s DOB>** unsuitable accommodation – accessibility needs of household

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>**.

The accommodation is not suitable as it does not have accessible **<specify>** which is required in light of:**[detail relevant mobility issues and/or disabilities in the household, for example if there are any issues with accessibility of bedrooms, cooking facilities and toilet and personal washing facilities]**.

Please can you confirm that suitable temporary accommodation will now be provided. If suitable accommodation is not available, please provide:

- the reasons why suitable accommodation is not available tonight

- 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>**