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 because it is not reasonably accessible to the **<facilities and services>** used by the homeless household in relation to **<health, education and employment>**.

**[If education makes the accommodation unreasonable, include and edit the following paragraph]**

For the household to get to **<name of education establishment>** it takes **<information how long the journey takes, e.g. public transport and wait times, and/or information on the number of journeys>**. This is made more difficult because **<add any extra details, e.g. if household members go to different schools/nurseries, if there are any accessibility issues, if there are issues with getting there for the start and end times>**.

**[If healthcare makes the accommodation unreasonable, include and edit the following paragraph]**

The household attends **<name services used> <add the frequency with which each service is used, e.g. X times a month>**. It is important that existing relationships are maintained with healthcare professionals because **<add reasoning>**.

**[If employment makes the accommodation unreasonable, include and edit the following paragraph]**

The accommodation is not within the locality of members of the household's employment. This affects their ability to **<add information on what this impacts, e.g. accessibility issues, issues collecting/dropping off dependants>**

**[If affordability is also a factor, include and edit the following paragraph]**

The household is now spending an additional **<amount of money>** a **<week/month>** because of their need to access **<health, education and employment>**. **<Add any additional information you can share on your client's financial position and the impact these costs have.>**

**<client’s first and last name>** would be willing to be accommodated in **<list areas>**. These areas are more suitable because **<add reasoning>**.

Please can you confirm that it is accepted that the accommodation is unsuitable given the issues with its locality. Please confirm that suitable accommodation will be provided and the timescales for this being provided.

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.

Thank you

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

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