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>**

**<client’s first and last name>** has parental rights and responsibilities of their **<child/children>**: **<add their names and ages>**

**<client’s first and last name>** has **<select which applies: shared care/an access arrangement/an agreement for access and visitation>**.

**[provide as much detail as possible as to the nature of the agreement including frequency and whether this includes the children staying overnight. There does not need to be a court order formalising any access/residence]**

**[enclose any evidence of the arrangement if available, e.g. if there is a court order (although this is not necessary to request suitable accommodation) or a letter confirming the agreement]**

The accommodation at **<address>** is not suitable for visitation by a child because **<provide reasons, e.g. the nature of the accommodation>**.

Please can you confirm that suitable temporary accommodation will now be provided from tonight onwards. If suitable accommodation is not available from tonight, 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>**