

Temporary suspension of the online homelessness self-referral form for residents

From Monday 25th July 2022, access will be temporarily suspended to the homelessness online self-referral form via the council's website.

Since the online form went live in early May 2022 it has proved popular with residents as a means of reporting homelessness and self-booking appointments. The volume of demand however has been significantly higher than expected and additional staffing is needed to manage the increased volumes. The online journey also requires technical changes which will need implementing.

The full online journey with access to the online form via the website is expected to resume from early September, subject to progressing recruitment and form changes implemented.

During the period of the suspension the online form will not be accessible through self-navigation on the website as is the case currently. Existing channels for reporting homelessness or the threat of homelessness will continue in operation for residents or their representatives or advocates, namely by emailing the service at homeless@towerhamlets.gov.uk. Phone access is via the Housing Options main service line 020 7364 7474, and callers should select Option 1.

Those using either channel will be given an option to provide their details electronically, including the opportunity to upload their documents, and also to self-book an appointment. Virtual web-based and phone appointments will continue to be available during this period. A face-to-face service will continue to be provided at the Mulberry Place Town Hall location.