



Housing Options Scotland



FRONTLINE

Navigating the housing landscape can be tough, especially when supporting disabled people, older adults, and members of the Armed Forces community. **HOS Frontline** is a new service designed to assist statutory and third sector advisors in overcoming these unique challenges with innovative solutions.

HOS Frontline offers a dedicated email advice service that helps local authorities and third sector organisations support their service users in accessing safe, suitable housing. Think of us as an extra member of your team—ready to provide advice and support whenever you need it.

frontline@housingoptionsscotland.org.uk

Who we are




Housing Options Scotland is a nationwide housing advice and information charity who have been operating for over 25 years. Our expert brokers have a wealth of experience in working with disabled people, older adults, and the Armed Forces community.

HOS Frontline acts a free, expert member of your team, offering additional resources, support and flexibility when working with those groups.

We can...

- Enhance and compliment existing statutory services.
- Act as an impartial voice.
- Help to rebuild communication breakdowns.
- Take a nationwide, cross tenure approach to housing options.
- Draw on our comprehensive network of contacts in the military, disabled and older people's worlds.
- Take time to help clients to understand and work through their individual circumstances.

How it works

-  Frontline staff, team leaders or support workers identify a case which may need additional support, or comprehensive housing options advice.
-  Email frontline@housingoptionsscotland.org.uk with a brief outline of the case and what support or advice is required.
-  One of our expert brokers will promptly reply to provide advice, or recommend whether registering for our service would be appropriate.
-  If appropriate, you notify your service user that you will make an application on their behalf, or encourage them to register.

We work in partnership with you to deliver a housing solution.