

Do you urgently need a home?

WoonService

Regionaal

Urgentie

Are you in an emergency situation and do you urgently need accommodation? We would be happy to go through the options with you. If it is really urgent and there are no other solutions, we will then discuss with you whether you can have urgent status. If you are given urgent status, we will offer you a home within three months.

step

1

ARE YOU ELIGIBLE FOR URGENT STATUS? PLEASE GO THROUGH THE SELF-CHECK FIRST!

Urgent status is only granted in exceptional cases. The situation has to be so serious that you need another home within three months. The conditions you must definitely satisfy are listed below.

Your information

You live in the municipality of 's-Hertogenbosch, Heusden, Boxtel, Sint-Michielsgestel, Oss or Bernheze, or you need to come and live here because of your situation.

You are 18 or older.

Your income is lower than € 44.035, or your joint income is lower than € 48.625 (price level 2023)

You are registered as a person seeking a home with WoonService Regionaal
If this is not the case, then please first register via **Log in or register**.

Your situation

- You find yourself in an emergency situation through no fault of your own and are in danger of becoming homeless.
- You can show that you have looked for solutions and that you cannot solve your situation yourself.

Do you satisfy all these conditions? Then go to step 2.

There are certain situations that mean that you must start looking for a home as soon as possible. Yet many of those situations are in principle **no reason** for being given urgent status. A couple of examples:

- Your relationship ends, or has recently ended.
- You are living with family or friends and this situation has become unbearable.
- You experience a lot of nuisance from your neighbours.
- Your home has a lot of overdue maintenance.
- Your lease ends or the landlord wants to sell your home.

If you do not meet all the conditions, but you think your situation is so special or threatening that you should nevertheless qualify for urgent status, then go to step 2.

step

2

REQUEST AN ELIGIBILITY ADVICE MEETING

If you really think that you qualify for urgent status, the next step will be a meeting with an advisor from one of the participating corporations. We call this an eligibility advice meeting. You will discuss your situation and possible next steps with the advisor. Perhaps there are other solutions.

You decide whether you want a telephone conversation or a personal appointment.

Request an [eligibility advice meeting here](#).

This is only possible if you are logged into WoonService Regionaal.

Click [here for the full rules](#).



step

3

THE ELIGIBILITY ADVICE MEETING

Preparation

In preparation for the eligibility advice meeting, you must write down why you are applying for urgent status. You must collect as much information as possible that support your case. You must take this information with you to the meeting. You must also bring a valid proof of identity.

Eligibility advice meeting

During the eligibility advice meeting with the advisor, you will look together whether your request for urgent status is likely to succeed. If there is little or no chance that you will get urgent status, the advisor will look with you for other options of finding a home as quickly as possible.

If you are advised to apply for urgent status, the advisor will submit an urgent status application on your behalf*.

**Even if you receive negative advice, you can ask the advisor to submit an urgent status application.*

step

4

THE URGENT STATUS APPLICATION

If it was decided during the eligibility advice meeting to apply for urgent status, then you are requested to collect the following information:

Extract from the municipal Persons Database (BRP), maximum 3 months old, listing your family members and your residential history.

Recent personal income statement from the tax authorities.

A salary slip or benefit statement, maximum three months old, from both you and any partner.

Evidence showing that you really require urgent status.

Depending on your situation, different information may be requested from you. Such as:

- Divorce papers or parenting plan.
- An explanation of your situation, for example from a care worker, employment doctor or other body.
- For financial reasons: an overview of debts or information from an accountant.
- For medical reasons: advice to move and information from your specialist/consultant.
- For safety reasons: reports or notifications to the police.

When all the information is complete, the advisor sends an application with the information that you have provided to the Urgency Review Committee.

To be able to make a proper assessment, additional information is often requested by the Urgency Review Committee.

step

5

THE URGENCY REVIEW COMMITTEE ASSESSES YOUR APPLICATION

Even if you meet all the conditions, it is still not certain that you will be given urgent status. Your application and personal situation will be carefully examined by the Urgency Review Committee. It is an independent committee. This means that the municipality or housing corporations cannot influence it. The Review Committee will assess whether your situation is sufficient reason to give you priority. Because if you get priority, others have to wait longer.

Within six weeks of the application, you will receive a message from the Review Committee whether or not you are granted urgent status.

Application rejected

If you get a rejection, use the tips the advisor has given to you to find accommodation. If you do not agree with the decision of the Review Committee, you can lodge an objection with the Urgency Appeals Committee within six weeks.

Use **this form** for this.

Application granted

If you have been given urgent status, one of the housing corporations will look for a home for you. Within three months you will be offered a house in the municipality where you have applied for urgent status. After this offer of a home, it is important to know two things:

1. If you refuse the home, your urgent status lapses and you cannot apply again for urgent status.
2. If you accept the home, your registration with WoonService Regionaal comes to an end. You can register again if you wish.