

## Scenario 1

### **The client**

You have just rented a house, there is an awful smell. The smell is being caused by rubbish under the floorboards. Your landlord says that you have to move out for a week to fix it, but you have nowhere to stay.

You are very upset and ask Shelter Scotland for help.

## Scenario 1

### **The Shelter Scotland advisor**

- a) You tell the client to sleep on their friends sofa.
- b) You contact the council, and persuade them to give the client somewhere of their own to stay.

## Scenario 2

### **The client**

You are an old lady who lives alone, and can't walk very well. Your new council house is cold, damp, has rotten window and broken doors. You are very upset, how would you describe your situation?

You call Shelter Scotland to ask for help.

## Scenario 2

### **The Shelter Scotland advisor**

- a) You offer to fix the house yourself.
- b) You contact the council, and persuade them to give the client a new home.

### Scenario 3

#### **The client**

You are 17 years old and have a baby. You live with your family. There are 9 of you in a 4 bedroom house. Sometimes this leads to arguments. You have asked the council for your own house, but they say you're too young.

How does this make you feel?

You call Shelter Scotland to ask for help.

### Scenario 4

#### **The client**

You and your partner have just split up, and you have to leave home. You don't have any family or friends nearby who you could stay with, and last week you lost your job.

You might have to sleep on the streets tonight. How would you describe your feelings?

You call Shelter Scotland to ask for help.

### Scenario 3

#### **The Shelter Scotland advisor**

- a) You tell the client that we can't help them.
- b) You tell the client that you are old enough, the council are wrong. You phone the council to ask them for a home.

### Scenario 4

#### **The Shelter Scotland advisor**

- a) You call the council to get the client an emergency appointment for a house.
- b) You give the client a sleeping bag.