



What will the Council do if I am Homeless ?

This document can be made available on request, in other languages and formats (large print, Braille or on audio tape) by contacting:

Housing Division
Blaby District Council
Council Offices
Desford Road
Narborough
Leicester
LE19 2EP
Tel: 0116 272 7770
Fax: 0116 272 7601
Minicom: 0116 284 9786



If you feel you are homeless or threatened with homelessness then you should contact the Housing Options Team as soon as possible to discuss your situation. They will advise you of your Housing Options and will do everything they can to prevent your homelessness.

For example they can provide:

- Independent mediation with Landlords and families
- Negotiate payment plans with your Landlord to clear any arrears
- Floating Support to sort out any difficulties such as debt issues
- Advice on the Mortgage Rescue Scheme
- Deposit Loan to find a privately rented property
- List of Landlords / Letting Agents
- List of Housing Associations
- Referrals to Supported Accommodation providers
- Referrals to Citizen Advice Bureau

The Housing Options Team can also provide advice on a range of issues such as:

- Homelessness prevention
- Landlord / Tenant issues
- Harassment & illegal evictions
- Your housing rights
- Domestic Violence
- Relationship breakdown
- Debt
- Nominations to Housing Associations
- Tenancy Deposit Schemes

If you are concerned about your housing situation please don't leave it to the last minute – come and talk to us as soon as you can. You can talk to a Housing Options Officer at the main council offices, or by telephone: 0116 272 7770. If you are unable to come to the main council offices then we can make an appointment to come and visit you at home.

Blaby District Council, Housing Options Team

Council Offices, Desford Road, Narborough, Leicestershire, LE19 2EP
Tel : (0116) 2727770 Fax: (0116) 2727601 Email: housing@blaby.gov.uk

Homelessness (out of hours emergencies only)

Tel : 0870 238 5057

Blaby District Council - Housing Options Team

Housing Nominations, Homelessness, Private Rented Advice, Tenancy Issues, Mortgage Rescue Schemes.

Tel: 0116 2727770

Fax: (0116) 2727601

Email: housing.options@blaby.gov.uk

Blaby District Council - Housing Benefit Team

Financial assistance with rent for tenants of private landlords, Housing Associations and people with low incomes, unemployment, sickness, disability and pensioners.

Tel: 0116 2727510

Fax: 0116 2727591

Email: benefits@blaby.gov.uk

Blaby District Council - Domestic Violence Coordinator

Contact us for a copy of the Blaby's Domestic Violence directory which lists all the organisations who will be able to help.

Tel: 0116 272 7637

Fax: 0116 272 7600

Email: community.safety@blaby.gov.uk

Blaby District Council - Anti Social Behaviour Team

Contact us If you are experiencing anti-social behaviour in your current accommodation

Tel: 0116 272 7734

Fax: 0116 272 7600

Email: community.safety@blaby.gov.uk

Blaby Citizen Advice Bureau

(Offers independent and impartial advice on a range of issues)

Blaby Service Shop, 10 Forge Corner, Blaby, Leicestershire, LE8 4FZ

Drop-in Session: Tues 10am – 2.00pm Appointment only: Thurs 5pm – 7pm

Make an appointment by either visiting in person or phone 0116 2727793, or 0844 848 9009 and leave a message.

Shelter line: 0808 800 4444

They can offer advice and assistance on all aspects of housing.

Shelter Housing Aid and Research Project “SHARP”

(Housing and Homeless Advice)

13 Welford Road, Leicester, LE2 7AD

Tel: 0116 2546064

What Information will I need to bring ?

If you are homeless or threatened with homelessness then you should bring as much information as possible, for example:

- Proof of ID
- Any Benefit's you may be getting
- Proof of income such as payslips, child benefit and or other benefits.
- Bank Statements

- Proof of pregnancy
- Proof of dependents residing with you
- Proof of any medical conditions and or disabilities
- Copy of any prescribed medication
- Discharge letters from the hospital, armed forces, etc
- Any letters from Social Service or other support agencies

- Any eviction letters / notices
- Eviction Order
- Bailiffs warrant
- Any rent arrears letters
- Any mortgage arrears letters

What can I do if I am struggling financially to keep my current accommodation?

If you are experiencing financial difficulties then you should contact Citizen's Advice Bureau to arrange an appointment to discuss your financial situation. They may be able to minimise and consolidate your debts. Other organisations that may be able to help:

County Debt Line - Tel: **0844 248 0040**
www.leics.gov.uk

Community Legal Advice - Tel: **0845 3454 345**
www.communitylegaladvice.org.uk

Consumer Credit Counselling Service (CCCS) - Tel: **0800 1381 111**
www.cccs.co.uk

National Debt Line (personal advice) - Tel: **0808 808 4000**
www.nationaldebtline.co.uk

Payplan - Tel: **0800 917 7823**

What if I am Homeless ?

The Housing Act 1996 (amended 2002) sets out the services that Blaby District Council has to provide to anyone who is homeless or threatened with homelessness within 28 days. Blaby District Council will always work with you to prevent your homelessness. However sometimes this is unavoidable. This leaflet explains what the council will look at if you apply for assistance as a homeless person. In the interview regarding your homelessness the Housing Options Officer will need to consider if you are

• Eligible for assistance

For example, if you are or are not a person from abroad with a limit on your right to remain in the UK or an asylum seeker and or you are or not entitled to claim public funds and / or you are not normally a resident in the UK or living in the UK illegally.

• Homeless or threatened with homelessness

For example, if you do or do not have any accommodation available in the UK or anywhere else in the world which you are entitled to occupy by virtue of an interest in it or by virtue of an order of a court or are unable to secure entry to your accommodation

• Priority Need

For example, if you are 16/17 years old or 18 - 21 years old and a former relevant child or you are pregnant and /or you have dependents who may be reasonably expected to reside with you or you are fleeing Domestic Violence or you have mental illness, disabilities or are vulnerable due to old age or you are less able to fend for yourself than any other homeless person. You have had to vacate your accommodation due to an emergency such as flood, fire or other disaster.

If the Housing Options Officer is satisfied that you are homeless, eligible for assistance and in priority need then temporary interim accommodation may be provided in the form of a Bed & Breakfast or supported accommodation (Hostel). The Housing Options Officer will then continue to carry out further investigations to establish if you are:

• Intentionally Homeless

For example, if you did or failed to do something deliberately and the consequences of which has led to you being homeless.

• You have a Local Connection

For example, if you have lived and / or are working (not casual) in the area for 6 months out of 12, or 3 years out of the last 5 years in the district or you have parents, adult children, brothers or sisters who have lived in the district for the last 5 years or because you need to live in the area for other special needs.

What happens once the investigation is complete ?

Before a decision is made on your homeless application you will be interviewed again as part of the investigation to give you the opportunity to provide any other additional information you feel needs to be considered. Once the investigation is complete you will be given a decision letter (within 33 days of your Homeless Application) on whether you are considered to be homeless, eligible for assistance, in priority need and whether you are or not intentionally homeless and if you have a local connection to the district. The letter will also advise you on what duty is owed to you by the Council.

What happens if my application is not accepted ?

If the Council decides it has no duty to assist you, you will be able to request a review of the Homeless decision. Any review must be requested within 21 days of the date of the Council's decision letter. The details of this and who to send it to will be on your decision letter. You will also be notified how long you can stay in temporary accommodation and when it will be terminated. You are not automatically entitled to stay in temporary accommodation because you have requested a review. However each case is decided on its own merits. The Housing Options Officer will also explain to you what housing options are available to you.

Some useful numbers to discuss your situation:

- Citizen's Advice Bureau - 0116 2727793 or 0844 848 9009
- Shelter line - 0808 800 4444
- Shelter - 0116 2546064

What happens if my application is accepted?

If the Council decides that you are eligible for assistance, in priority need, unintentionally homeless, with a local connection you will be offered suitable accommodation. If you refuse an offer of suitable accommodation the Council will have no further duty to you and your temporary accommodation will be cancelled. You may be entitled to remain on the housing register and your application will be assessed accordingly.

How much choice do I have about my re housing ?

Due to the high demand and limited amount of properties becoming available each year the Council will only make **one offer** of suitable accommodation.

The chart below summarises what assistance the Council may give to an Applicant who is homeless.

