

# Homelessness: How can we help

April 2018

## **Homelessness Approaches to Eden District Council from 3 April 2018**

The legislation around homelessness is changing with the introduction of the Homelessness Reduction Act (HRA 2017).

This places more emphasis on the assistance each council in England can offer customers, who have experienced, or are about to experience homelessness.

This will result in more customers being assisted as each council will no longer consider if a customer has a priority need or has made themselves intentionally homeless initially before they are assisted.

Eden District Council works with Eden Housing Association in the delivery of the homelessness service, and Eden Housing Association colleagues register a homeless application for all customers who are homeless or threatened with homelessness.

From the 3rd of April 2018, the Association (on behalf of the council) will make every effort to prevent or relieve homelessness after registering an application, before it makes a final decision on the application.

The Association will register applications for those who are threatened with homelessness within 56 days to ensure that more people are assisted as soon as possible.

The Association will make its decision upon whether you are owed the full housing duty at the end of the relief stage if the homelessness has not been resolved.

We will continue to provide customers with temporary accommodation where applicable, while we seek alternative solutions to your problems.

This will be the council's new way of working with all customers from now on.

Please speak to any member of staff at Eden Housing Association Housing Options Team, for visit Eden Housing's website or the council's website and search for '**Advice about Homelessness**' if you want further information about this new way of working.

**[www.edenha.org.uk](http://www.edenha.org.uk)    Tel 01768 861428**

**[www.eden.gov.uk](http://www.eden.gov.uk)    Tel 01768 817817**

## **Eden's Housing Options Service can help you if you are homeless, or if you are likely to lose your home soon**

### **How can we help?**

Our housing options service can help you in the following ways:

- We can assess your current housing situation and work out what your needs are.
- If you are worried that you might become homeless, we can give you advice on the next steps.
- You can be referred to us in a number of ways, including through other partner agencies. These agencies may be supporting you if you have a physical or mental illness, if you are ex-armed forces and homeless, a care leaver and homeless, or if you have been released from prison and have nowhere to live. Supported housing may be an option for you in these circumstances.
- We can help you make a housing plan so you can work towards the next steps to finding a permanent home.

### **Are you experiencing financial difficulty?**

- Our team might be able to help you in these ways:
- With a one-off payment to assist with housing costs.
- With rent arrears to stop you being evicted by your landlord.
- If you have issues because of new benefit changes such as Universal Credit, the Bedroom Tax, Benefit Cap or Local Housing allowance.
- With budgeting and managing your money at home.
- With employment problems and job seeking.
- With getting a smaller, more financially manageable home.

### **Do you rent privately?**

- We can help if you are being harassed or threatened by your landlord, or if you have been locked out of your home, evicted or if the rent is being increased.
- We can visit you at home and work with you and anyone who might try to make you homeless, to resolve your housing problems.

## Finding a home

We can help you with:

- Your application for social housing via Cumbria Choice Based Lettings (CBL) scheme.
- Assessing and reviewing your priority need as a homeless household, including if you have extra or complex housing needs.
- Looking at the housing options available to you in the district, including temporary accommodation or private housing.
- Finding somewhere to stay tonight, in an emergency, when you have nowhere else to go.
- Reviewing a refused homelessness or social housing application.

## How can I get in touch?

- You can email us on **homeless@edenha.org.uk** or call 01768 861428.
- You can make an appointment to see us in person and our website contains more information should you need it: **www.edenha.org.uk** or **www.eden.gov.uk**
- For Private sector housing issues: **www.edenha.org.uk** or **housing.services@eden.gov.uk** or call 01768 817817
- Looking for a home: visit **www.cumbriachoice.org.uk**