

Housing Options & Advice in Kensington & Chelsea

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Notice of Disclaimer

Probation services cannot comment on, or accept any responsibility for the suitability of either vacancies, potential tenants, or any other matters arising out of, or incidental to, any enquiries made or contracts or letting agreements entered into. Housing Benefit can be claimed from the appropriate authority. You will not necessarily be given the full rent asked for by the landlord.

Please note that if you are 34 or younger then a single room rent will apply.

You are advised to complete a Housing Benefit form (LIB HCTB1) prior to the signing of a tenancy agreement to make certain you are aware of the amount the property is worth for housing benefit purpose.

Your Housing Benefit award will then be based on your circumstances, taking into consideration your income, savings, number of people in your household and your rent.

Whilst every effort has been made to give you correct information, some providers and/or contact numbers may have changed and will be updated in due course where new details are provided to us.

Squatting Law

The rules about squatting changed on 1st September 2012. Squatting is when you move in or stay somewhere without the owner's permission.

Up to now, if someone was squatting, for example, in an empty house or a flat, and the owner wanted to get them out, they generally had to use the civil law and go to court to get permission to evict the squatters. This would have been at the owner's expense.

However, squatting in residential properties is a new criminal offence. This means that the owner doesn't have to go to court to try and evict a squatter - they can just call the police. The police have the right to arrest squatters. It doesn't matter whether someone has been squatting for a long time in the same place or has only just moved in. A squatter can be arrested for squatting in all types of residential buildings, such as houses or flats, but also places like caravans and mobile homes.

If someone is found guilty of squatting, they could be sent to prison for up to six months or have to pay a fine of up to £5,000, or both.

It's not squatting if you had a tenancy which has come to an end but you haven't yet moved out, or if you've fallen behind with your rent. In these situations, your landlord will still need to go to court if they want to evict you or get their money back.

Advice about renting in the private sector

One of the main advantages of renting privately is that you can choose where you would like to live and the type of property you would like to live in. You can choose between furnished and unfurnished accommodation. Renting also means that it's easier to move to other areas.

How do I find somewhere to live?

- There are a number of private letting agents operating across London who will be able to help you with finding somewhere to live.
For a list of lettings agents in Kensington & Chelsea see page 15

You can also find information about private properties to rent through;

- adverts in shop windows and supermarkets,
- Loot
- local papers
- If you have access to the internet there are some good websites showing rooms and properties available for rent. (See page 12). If you do not have access to the internet you can also use the free internet service which is offered in most libraries. A good starting point is to use a search engine type into the search box the basic details of what you are looking for, for example, type 'properties to rent in Kensington & Chelsea (or the area you would like to live in).

What about a deposit or rent in advance?

Most private landlords require at least 4 weeks rent in advance.

It can be difficult to find the money to pay rent up front, especially if you are on a low income. You may be able to apply for a budgeting or crisis loan to assist you with the rent in advance.

Applying for a budgeting loan

- you can apply for a budgeting loan if you or your partner have been getting income support, income based job seekers allowance or pension credit for at least 26 weeks,
- how much you can borrow will depend on your personal circumstances, with the maximum amount being £1,500,
- the loan is usually paid direct into your bank or building society account,
- the loan is an interest free loan which you have to pay back and is usually payable by direct deductions from the amount of benefit you receive,
- to apply you need to fill out form SF500 which you can get from your local Jobcentre Plus office. The form comes with notes to help you fill it in.

If you are unable to get this type of help you may be able to ask for financial help from family or friends. Some landlords will also be happy to make an arrangement for you to pay extra with your rent to build up a deposit. If this is the case remember to get receipts for any extra payments. Renting a room in shared accommodation will also be cheaper than renting a self contained property. You may decide to go into shared accommodation whilst you save enough money to be able to afford self-contained accommodation.

How can I pay the rent?

If you are receiving benefits, or are working and on a low income, you may be entitled to help with paying the rent: This is called housing benefit which is paid as a Local Housing Allowance (LHA) to assist you in paying your rent.

Local housing allowance is not based on the property you live in, but is usually based on;

- where you live,
- who you live with,
- the amount of savings you have and income you receive.
- The amount you are entitled to may also be affected by other things, such as how much the rent is and whether anyone else living with you is expected to contribute to your rent.

Why was Local Housing Allowance brought in?

LHA has been introduced nationwide. It gives tenants more choice in where they live and it's fairer too. This is because with LHA:

- you are entitled to the same amount of benefit as people in the same circumstances as you
- you can find out how much benefit you can get before you rent a property
- you can decide how much of your benefit you want to spend on renting a property
- you can usually get your benefit paid to you. It is up to you to pay the rent to your landlord
- you can find out about your benefit more quickly than before.

How do I get my benefit if Local Housing Allowance applies to me?

Usually you will have your benefit paid directly to you. It will be paid directly into your bank or building society account, if you have one, or by cheque.

If you do not already have a bank or building society account, you may want to set one up. That way you can arrange to pay the rent to your landlord automatically, using a standing order.

You can get advice about opening and running a bank account from any bank or building society. You can also get advice from a welfare organisation such as Citizens Advice – your local CAB's are listed further in this booklet.

It is up to you to pay the rent to your landlord. If you don't pay your rent, you may be taken to court and evicted from the property.

Can I have my benefit paid direct to my landlord?

Your benefit will be paid to you unless you are likely to have difficulty paying your rent, or it must be paid to your landlord.

If you are worried about managing your money, ask your Offender Manager for help. In some cases they can make a request to Housing Benefit so your rent is paid direct to your landlord.

What will happen if I use my benefit for something else?

Your benefit is there to help to pay your rent with. If you do not use your benefit to pay your rent, your landlord may take you to court or try to evict you and you may lose your home.

Changes of circumstance

If you are getting Housing Benefit and you move to a new address, get a job or any other circumstances change, you should tell the Housing Benefit Office straightaway. You may need to make a new claim for housing benefit.

What happens if I return to custody?

As with any change of circumstances, ensure you inform the Housing Benefit department where you are claiming.

If you rent your home, it may be possible to get housing benefit to help pay the rent if you are in prison, but only for a limited amount of time. You are treated as though you are away from home on a temporary basis and intend to return to your home. The length of time you can get benefit for depends on how long you are likely to be away from home. If you claim housing benefit, you have to tell your local council's housing benefit department each time there is a change in your circumstances.

You will need to tell the housing benefit department as soon as you are: remanded in custody, sentenced and then released.

The prison service provides a standard form for each of these circumstances for people who were claiming housing benefit before they were sent to prison and these can also be obtained from the Department for Work and Pensions website.

If you are a prisoner on remand

If you are in custody waiting for a trial or sentencing, or you have to stay away from home (for example, in a bail or probation hostel) as a condition of bail, you may get housing benefit for up to 52 weeks. To qualify, you must intend to return home and be unlikely to be away for longer than 52 weeks (or slightly longer in exceptional cases).

You will not be entitled to housing benefit to pay for the costs of a bail or probation hostel. If you are renting out your property, you will not be entitled to housing benefit.

If you were claiming housing benefit before you were remanded to prison, you must let the housing benefit department know you are in prison. Make sure your prison completes the notification of remand in custody form for prisoners on remand, and that you send it to your local council's housing benefit department within 14 days.

If you were not claiming housing benefit before you were remanded, for example because you were working and earning too much to qualify, you may become entitled once you are in prison. Write to your council asking for a claim form, ask for one from a prison housing adviser or download one from the DWP website. Your housing benefit will stop when you are sentenced, unless the total time you are away from home (on remand and sentenced) is 13 weeks or less.

If you are on home detention curfew (HDC)

If you are on home detention curfew (HDC), you are treated as having been released from prison and can claim housing benefit in the usual way for the period you are at home.

If you are sentenced to prison

You can receive housing benefit for up to 13 weeks if you are sentenced to prison, so long as the total time you will spend in prison is likely to be 13 weeks or less, including any time you spent on remand. This means:

- a) if you have already spent 13 weeks or more on remand, you will get no further housing benefit when you are sentenced
- b) if you have spent less than 13 weeks on remand, you will only get housing benefit if you are released within 13 weeks starting from your remand date.

How long will you spend in prison?

In practice, you may be released before your sentence is up – many prisoners do not serve the full length of their sentence (and time spent on remand counts towards your sentence). The Prison Service should be able to tell you what your earliest release date is expected to be.

If your sentence is for 26 weeks or less, you may serve 13 weeks or less in prison because you are likely to serve only half your sentence in prison.

If your sentence is for up to 12 months in prison, and you qualify for home detention curfew (HDC), you may be released within 13 weeks, although you will spend some of your sentence on curfew at home monitored by an electronic tag. Make sure you claim housing benefit even if you don't yet know if you will get HDC.

Note that if your sentence is for six months, you may find that you will not always be released within 13 weeks, depending on what date you are sentenced.

If you are claiming housing benefit, the prison service should use a change of status or custodial sentence form to tell the council that you have been sentenced. It is also your responsibility to tell them about your changes in circumstances.

If you are on temporary release

After you have been sentenced, if you are allowed home on temporary release, you are treated as if you are still in prison and away from home. The time spent at home counts towards the 13 week limit following sentence.

If you have been released

You can claim housing benefit and other benefits as soon as you are acquitted or released.

If you have been paid housing benefit while you were in prison, you will need to tell the housing benefit department you have been released.

You can make a new claim for housing benefit along with your claim for other benefits – immediately – it can be difficult to get payments backdated. Make sure you keep hold of your prison discharge form as this can help prove your identity.

Will housing benefit pay all my rent if I am in prison?

Housing benefit will only cover rent up to a certain amount – if you are a private tenant and your rent is high, housing benefit is unlikely to cover all of it. This means there will be a shortfall. If you can't afford to pay the remaining rent, you risk rent arrears and possible eviction.

If you are the partner or former partner of a prisoner

If you are the tenant or joint tenant of your home, you can claim housing benefit yourself as you are responsible for the rent. If your partner has been sent to prison and isn't paying the rent on the home you shared, you may be able to claim housing benefit even if you are not the tenant. Housing benefit can be paid to another person if it is reasonable to treat them as responsible for the rent. If your relationship has broken down, housing benefit may be paid to enable you to continue to live in the home if your former partner was responsible for the rent and is not paying it. In all these situations, you will have to make a claim for Housing Benefit.

If you didn't claim housing benefit in time

It is much easier to sort out your benefits entitlement if you claim in time. If, however, there are strong reasons which would enable you to argue you had 'good cause for a late claim', you may be able to get your Housing Benefit back dated. If you have rent arrears because you have been in prison, you could ask for a discretionary payment of housing benefit.

Recent Changes to Local Housing Allowance

Single and under 35

If you are single, aged under 35 and renting in the private sector (not social housing), you might be affected by a change in housing benefit assessment criteria that took effect in January 2012.

From January 2012, anyone under 35 will only be able to claim housing benefit on a shared accommodation rate to help with their rent (rather than being able to claim for self-contained one-bedroom accommodation).

This means you may only be entitled to the lower rate of housing benefit for a room in shared accommodation if all of the following apply:

- you are a single person
- you are occupying a one-bedroom self-contained accommodation in the private rented sector
- your housing benefit is due to be reviewed from January 2012 onwards
- at the date of the review you will be aged over 25 or over but under 35 years, and
- you are not covered by any of the exemptions on sharing accommodation.

Previously, single people who are aged under 25 could only claim a shared accommodation rate to help with their rent (unless certain exemptions apply). This was amended as part of a number of changes to welfare in 2012 and 2013.

Other Advice and help with your finances

The Turn2us Helpline – www.turn2us.org.uk

The Turn2us helpline is a free, confidential, secure and independent service that helps people in financial need access the money available to them. If you are an individual who needs help with using our services, call us on 0808 802 2000 and speak to one of our helpline advisers, who can:

- Help you check your eligibility for welfare benefits and access the forms you need
- Assist you with grants searches to find possible grant-giving charities that may be able to support you, based on your personal circumstances and background
- Support you with a grant enquiry and making an application
- Put you in touch with other services that may be able to help you.

The Money Advice Service – www.moneyadviceservice.org.uk – tel 0300 500 5000

Open Monday - Friday 8am – 8pm : Saturday 9 – 1pm : Sunday & public holidays closed.

The CCC

The Consumer Credit Counselling Service (CCCS) is a registered charity that provides free and anonymous advice over the phone and online to over 350,000 people per year. They provide fee-free debt management plans and other debt solutions.

Phone the CCCS Helpline for free on Tel 0800 138 1111 (Monday–Friday, 8am–8pm; Saturday 9am–3pm)

National Debtline

National Debtline provides a free, confidential and independent helpline for people with debt problems in England, Wales and Scotland. They give expert advice over the telephone and via email and will send you a free self-help information pack.

Phone National Debtline free on Tel 0808 808 4000 (Monday–Friday, 9am–9pm; Saturday 9.30am–1pm).

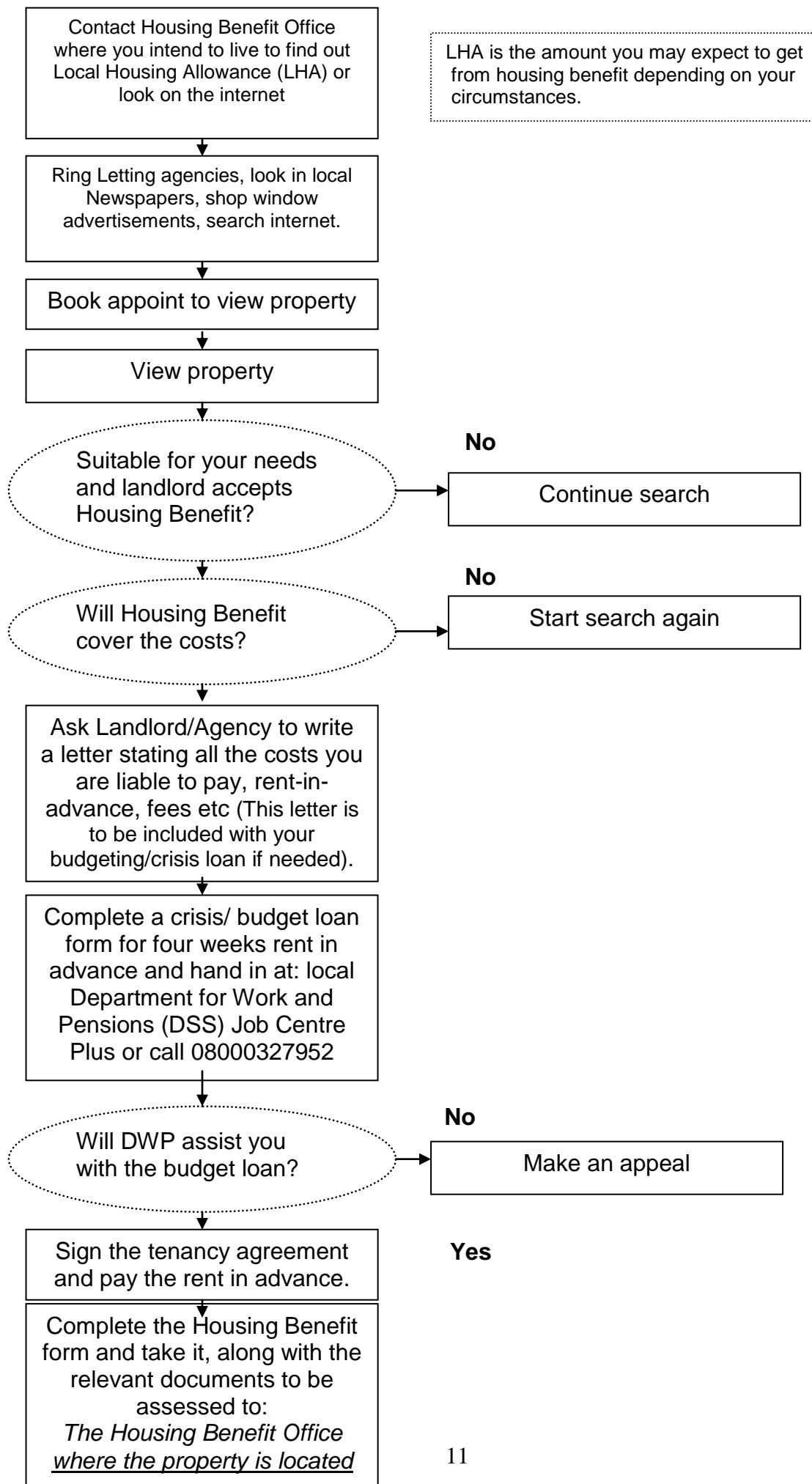


Stop Loan Sharks help victims and agencies deal with the problem of loan sharks. Loan sharks are unlicensed money lenders who charge very high interest rates and sometimes use threats and violence to frighten people who can't pay back their loan. Loan sharks work illegally and can be prosecuted.

T: 0300 555 2222 (Monday–Sunday 24 hours a day) **E:**

reportaloanshark@stoploansharks.gov.uk - **W:** www.direct.gov.uk/stoploansharks

Steps you Need To Take To Secure Accommodation



Other places you could look for properties

- Loot newspaper – which is published on Monday, Wednesday and Friday.

- Loot website – www.loot.com/property

- Other websites - www.gumtree.com/london_houses_to_rent_offered

www.fish4.co.uk/lettings

www.house ladder.co.uk

www.moveflat.com

www.froglet.com

www.intolondon.com

www.findaproperty.co.uk

www.hbaccepted.co.uk

www.primelocation.com

www.easyroommate.com

www.net-lettings.co.uk

www.a roomtolet.co.uk

www.reallymoving.com

www.londonhomelet.com

www.spareroom.co.uk

www.simple2rent.co.uk

www.thepropertycompany.co.uk

www.rent-let.vivastreet.co.uk

www.dsslondon.co.uk

www.flatmateclick.co.uk

www.roombuddies.com

www.roomster.com

www.flatsharedirect.com

www.a roomtolet.co.uk

www.zapmeta.com

www.u-room.com

www.housing-help.co.uk

www.tenantstips.co.uk

www.housingbenefitlandlords.co.uk

www.propertyfinder.com

www.vebra.com

www.hotproperty.co.uk

www.rightmoves.co.uk

www.findaproperty.co.uk

www.homeswapper.co.uk (for swapping properties)

- Homeless in London website: www.homelesslondon.org
- Newsagents windows and supermarkets for advertisements
- Local newspapers
- Estate agents and letting agents in your area of choice

LOCAL HOUSING ALLOWANCE RATES
April 2014 – March 2015

Broad Rental Market Area (BRMA)	Room	1 Bed
Central London	£131.27	£258.06
Inner East London	£98.16	£254.80
Inner North London	£94.07	£258.06
Inner South East London	£91.52	£196.23
Inner South West London	£90.75	£244.06
Inner West London	£106.29	£233.83
Outer East London	£73.62	£180.00
Outer North East London	£72.26	£154.83
Outer North London	£87.15	£192.00
Outer South East London	£81.03	£154.83
Outer South London	£79.29	£160.79
Outer South West London	£81.64	£207.69
Outer West London	£79.24	£168.98

Tips on privately renting in Kensington & Chelsea
(35 and older or with dependant children).

1. Let lots of agents know what you are looking for so you get a really good selection to choose from.
2. Inform the agent of your criteria (location, budget, furnished/unfurnished, occupation date requirement, tenancy period and any other aspects that are important to you).
3. Expect to pay a deposit of at least one months rent, possibly more. Possibly some administration charges.
4. You may be required to provide references.
5. Ensure you read and understand the tenancy agreement. The Citizens Advice Bureau may check this for you. (See following pages for CAB details). Clarify what is NOT included in the rental fee, such as council tax, utility bills, ground maintenance etc.
6. Examine the inventory prepared by the agent and keep a copy.
7. Notify defects in writing as soon as they become apparent (even if you do not want them remedied).
8. Establish what is covered under maintenance (boilers, refrigerators, radiators etc.).
9. Usually, you will not have to deal with the landlord directly. Should you have any problems or queries, direct them to your agent first.
10. Other issues to consider are, parking, neighbours, noise levels, public transport availability etc.

Contact information for shared private accommodation:

If you are under the age of 35 and you do not have any dependant children it is likely that you will only be entitled to the 'Shared Accommodation Rate' of Housing Benefit. This is because you are expected to live in shared accommodation or a bedsit.

In order to find shared accommodation you will need to look in News Agents' noticeboards, the local newspaper and on the internet. When looking at an advert you will need to bear in mind who the advert is aimed at and whether or not you would 'fit in'. For example, if a property is advertised as 'great for a city professional' and you are at college, it is likely the property would not be suitable for you.

Refer to the page of useful websites (page 12) that lists numerous sites where you can find private listings. These are a great resource for finding accommodation quickly.

Contact Information for 60 and older - Seaside & Country Homes - www.housingmoves.org

This scheme is open to households living in Council or Housing Association housing in Greater London where at least one member of the household is aged 60 or above. In cases where other members of the households are under 60 years of age they must be either the partner, joint tenant or registered carer of the lead applicant. The scheme is unable to consider applications where there are more than two persons on the application. Further information and application form available on line.

Some Letting Agents in and around the Kensington & Chelsea

There are over 100 listed agents in Kensington & Chelsea and this is too many to publish here – To view them all, please copy and paste the following into an internet browser.

<http://www.rightmove.co.uk/estate-agents/find.html?locationIdentifier=REGION^93941&branchType=LETTINGS>

Some other estate agents outside of Kensington & Chelsea that have landlords who take housing benefit.

1 st Choice	0207 737 4151	96 Coldharbour Lane Camberwell
Amity Estates	0208 314 1411	13 George Lane
Adam Kennedy	0208 804 1874	207 Hertford Road Edmonton
Alpha Property Services	0203 376 1849	307 East Street SE17
Bexletts	0208 301 3445	137 Broadway Bexleyheath
Blue Solutions	0208 690 0004	282 Lewisham High Street
Discount Letting Services	0208 697 0984	Unit 7 Meridian Court
DSS London	0208 697 3100	195a Bromley Road
Dexters	0203 597 5890	28 Abbeville Road Clapham
Dawson Property Services	0208 291 9198	21 Perry Vale
Dream Moves	0208 889 0899	82 Middleton Road N22
Eden Estates	0208 316 0001	62 Plumstead High Street
Ellis & Co	0208 804 1874	Edmonton N9 7EP
Eden Estate Agents	0208 694 0001	225 Lewisham Way
Foss James	0208 984 0066	761 Becontree Avenue Dagenham
Goodwin Ellis	0208 855 5588	124 Plumstead Common
Gordon & Kings	0208 689 8888	63 High Street Thornton Heath
Home 2 U	0208 690 5000	83 Ladywell Road
Kilostate Estate Agents	0208 656 8888	South Norwood, SE25 4PF
Kilostate Estate Agents	0208 679 6015	Norbury, SW16 4EU
Knight Young & Co.	0208 991 1780	Hanger Lane W5 1ET
Lets Let London	0203 597 3966	148 Mitcham Road Tooting
Lee's Lettings	0207 263 4459	467 Hornsey Road, N19 4DR
Leaf Letting	0208 698 1110	1A Honley Road
La Casa	0208 297 4877	62 Springbank Road
Lewisham Lettings	0208 852 5589	64 Springbank Road
Maritime Properties	0208 858 0990	145 Trafalgar Road Greenwich
On The House	0208 676 0854	170 Sydenham Road
On The House	0208 771 1177	21 Church Road SE19
Olivet Estates	0208 331 3709	Charlton, SE7 8UD
Raj Properties	0208 472 6869	12 Green Street E7 8BZ
Sathy Estates	0208 961 9613	220 High Street Harlsden
Secure lettings	0208 471 5100	136 Greengate Street, E13 0AS
Team East Barnet	0208 440 6449	10 Church Hill Road East Barnet
Union Lettings	0208 764 6444	15/26 London Road SW16
Wollens Estate	0208 592 1038	Dagenham RM9 5AQ
Zeta Homes	0208 514 2232	889 Romford Road E12

NB: Though the above landlords and lettings accept tenants on housing benefit there is no guarantee they will have properties available.



Citizens Advice Bureaux offer free, confidential, impartial and independent advice from over 3,500 locations. These include high streets, community centres, doctors' surgeries, courts and prisons. Our advice helps people resolve their problems with debt, benefits, employment, housing, discrimination, and many more issues. It is available to everyone. Advice may be given face-to-face or by phone. Most bureaux can arrange home visits and some also provide email advice. A growing number are piloting the use of text, online chat and webcams. Search for your local bureau to see the full range of services it provides.

Kensington (London) Citizens Advice Bureau

140 Ladbroke Grove, LONDON, W10 5ND
Telephone: 0844 826 9708 - Fax: 0208 968 4281

The Kensington & Chelsea Citizens Advice Bureau can only provide a full service to people who live, work, or study in the Royal Borough of Kensington & Chelsea.

Many bureaux now have a short introductory interview to help decide how you can be best advised. You may then be asked to make an appointment.

Mon: 10.00 - 12.30	and	12.30 - 16.00	Morning session-
Drop-in gateway assessments -limited tickets /afternoon session-information only			
Tue: 10.00 - 12.30	and	12.30 - 16.00	Morning session-
Drop-in gateway assessments -limited tickets /afternoon session-information only			
Wed: 10.00 - 12.30	and	12.30 - 16.00	Morning session-
Drop-in gateway assessments -limited tickets /afternoon session-information only			
Thu: 10.00 - 12.30	and	12.30 - 16.00	Pre-booked
appointments only - Drop-in gateway assessments at Kensington Town Hall- am only			
Fri: 10.00 - 12.30	and	12.30 - 16.00	Morning session-
Drop-in gateway assessments -limited tickets /afternoon session-information only			

Telephone advice times

Unless indicated otherwise an adviser should be available by phone though this may be for an introductory interview only to help decide how you can best be advised.

Monday to Friday: 11.30 - 14.00 - Closed Sat/Sun

Chelsea Citizens Advice Bureau

Old Town Hall, Kings Road, LONDON, SW3 5EE
Telephone: 0844 826 9708 - Web site: www.kensingtonandchelseacab.org.uk

The Kensington & Chelsea Citizens Advice Bureau can only provide a full service to people who live, work, or study in the Royal Borough of Kensington & Chelsea.

Many bureaux now have a short introductory interview to help decide how you can be best advised. You may then be asked to make an appointment. If the bureau is open only for appointments or specialist advice this will be indicated in the notes.

Mon: 10.00 - 12.30 Clients are seen at the 'open door', on first come first served basis.

Tue: 10.00 - 12.30 Pre-booked appointments only.

Wed: 10.00 - 12.30 Clients are seen at the 'open door', on first come first served basis.

Thu: 10.00 - 12.30 Clients are seen at the 'open door', on first come first served basis.

Fri: 10.00 - 12.30 Clients are seen at the 'open door', on first come first served basis.

Telephone advice times: Unless indicated otherwise an adviser should be available by phone though this may be for an introductory interview only to help decide how you can best be advised. Mon/Wed/Thu/Fri: 10.00 - 16.00 - Tuesday 11.30 – 16.00

Closed Sat/Sun

Other agencies that give advice and support

If you have not already done so you can contact Kensington & Chelsea Housing Office to see if they have a responsibility to provide you with housing or any other support. For more detailed information and to print out PDF copies of leaflets, visit <http://www.rbkc.gov.uk>



From the Kensington & Chelsea web site

Homelessness

The Council has a duty to provide advice and assistance to anyone who is homeless. In some cases we may have a legal duty to provide temporary accommodation for people who are homeless and vulnerable.

You do not have to be homeless before you contact us. If you are threatened with homelessness, we may be able to prevent it, or at least advise you on your legal rights to remain in your home for as long as possible.

Contact us at the Housing and Homelessness Assessment Team.

Alternative Name	Housing Department Housing Options, Homeless Person's Unit Homelessness and advice unit
Description	The section provides housing advice and assistance, including registration for social housing, tenancy problems, homelessness and more general housing advice.
Address	Customer Service Centre Kensington Town Hall Hornton Street LONDON W8 7RX
Telephone	020 7361 3008 - Housingline Housingline: 020 7361 3008
Email	housing@rbkc.gov.uk - Housingline housing@rbkc.gov.uk
Hours	Monday to Friday: 8.30am to 5pm
Transport	Tube: High Street Kensington (Circle, District) Buses: 9, 9A, 10, 27, 28

What to do if you are homeless

If you are homeless or being threatened with homelessness, you should contact the Council immediately.

Do not leave it until the last minute. Do not permanently leave your home until you are legally obliged to do so (usually by court order) as this may damage any application for help that you make to this or any other council.

To make an application, you will need to come to the Town Hall. You do not need an appointment for your first visit.

If you make a homeless application, we will consider your individual circumstances to work out what, if any, housing duty is owed to you. The Council is obliged to assess your application under Part VII of the Housing Act 1996, as amended by Homelessness (Priority Need for Accommodation)(England) Order 2002. We use national law and guidance to assess homelessness applications, including the Homelessness Code of Guidance for Local Authorities.

There are tests within the legislation that are applied to all homeless applications. These are known as the 'threshold tests'. The four threshold tests you must meet to access social housing are: eligible for assistance; AND homeless or threatened with homelessness within 28 days; AND in priority need; AND NOT intentionally homeless.

Eligibility: are you a British/Irish citizen, a European national working in the UK or with a permanent right to reside? Have you been granted leave to remain in the UK with recourse to public funds?

Homelessness: have you received a Notice or a Court Order requiring you to leave your home? are friends or family that you have been staying with asking you to leave? do you have to leave your home as a result of violence?

Priority need do you have children who live with you or are you pregnant? are you vulnerable as a result of your health, age or for other reasons?

Intentionally homeless: did you cause the loss of your accommodation because of rent arrears or antisocial behaviour?

If we believe you may be eligible, homeless and in priority need, we have a duty to provide temporary accommodation while we carry out our enquiries.

If we decide that we do have a duty to provide you with accommodation, we will do so until that duty ends. We will put your details on the Common Housing Register. This is a list of all people looking for social housing (which is housing run by the Council or housing associations). Once you are on the register, you can bid for properties that become available. The properties you can bid for will depend on the priority points we award you. For more information, visit our social housing page.

If we decide that we do not have a duty to continue housing you, we will normally continue to provide accommodation for 28 days from the date of decision.

Unfortunately, we are unable to rehouse every single person who is homeless. We will send you a letter explaining why we cannot rehouse you. You can then request a review of this decision.

We will provide you with advice and assistance in order to help you to secure your own accommodation.

There are currently over 8,500 applicants waiting for social housing in the Royal Borough but last year only 558 properties to let. The number and sizes of the properties let was as follows: Properties let via the Common Housing Register 2011- 2012

Bedsit/Studios	122
One bed	189
Two bed	169
Three bed	62
Four bed	13
Five bed	2
Six bed	1

There are several other advice services around London that can provide advice and support to homeless people. It is always best to get advice and support from a local service but if you are not able to get any advice locally you might find it useful to contact Shelter's Free Housing Advice Helpline on 0808 800 4444. This is a national helpline that can explain your housing rights and give advice on homelessness and any housing problem. Providing homeless people/rough sleepers and those with support needs with advice/information and shelter during the days.

Catholic Housing Aid Society

Christ Church House, 19-20 Shroton Street, NW1 6UG, Tel: 020 7723 5928

Email: advice@chascl.org.uk - Web: www.chascl.org.uk

Crisis Smartmove – 0870 011 3335 OR 020 7713 7655.

Advice on schemes in your area (London) – providing possible help for those living in London who cannot afford the deposit for private rented accommodation – have to be over 25 years old.

Deptford Churches Centre

Speedwell Street, Deptford, SE8 4AT. Telephone 020 8692 6548

For adults who are vulnerable through homelessness, mental ill health, loneliness, severe poverty. 2 Low cost meals a day, free tea, coffee shop, soup all day, clothing store, shower, laundry facilities, GP, Housing advice, I.T Classes. Serves Deptford, Lewisham & surrounding areas. Open Monday to Friday 9am – 3.30pm. Buses 47, 53, 177, 188, 199. Deptford Train station, Newcross tube/train station, Deptford DLR.



Stonewall Housing - (Housing advice & support to lesbian, gay, bisexual and transgender)

We provide a free and confidential housing advice service to all LGB and T people of all ages in every London borough. Last year we were contacted by over 1200 people. It is the only service of its type in the UK and were awarded a legal service quality mark. The advice covers a range of issues such as homelessness, homophobic, biphobic and transphobic harassment, domestic abuse, forced marriage, immigration, landlord disputes, repossessions, evictions, successions, referrals and rent deposit schemes.

We have 6 supported hostels for LGBT people under 25, including a BME house and a women's house. Trans people can apply for accommodation that most suits their gender identity.

The advice line is open every day. On Monday, Wednesday, Thursday and Friday, the line is open from 10am – 1pm. On Tuesday, from 2pm to 5pm.

Drop-in surgeries take place from 2pm -3.30pm at the following venues

- Monday: Contemporary Urban Centre, 13a Great Chapel Street, W1F 8FL
- Wednesday: Origin Housing, St Richards House, 110 Eversholt Street NW11BS
- Thursday: THT Lighthouse South, 14-15 Lower Marsh, Waterloo, SE1 1BS

All of these services are available to clients and residents who use local services.

WIRE (Women's Information and Resettlement for Ex-offenders)

This service meets women on release from prison and provides practical resettlement support, particularly around housing, finances and engaging with other services, such as those helping with substance misuse and mental health issues. Women who leave prison are often vulnerable to negative pressures from ex-partners so caseworkers on the team are specially trained in dealing with these issues, particularly those involving domestic abuse. This small, highly skilled team are all trained, reformed ex-offenders themselves with direct experience of the criminal justice system.

SOS Project

This award-winning London-wide project offers intensive support to persistent and prolific young offenders to help them break free from crime - particularly gang-related crime. It works with young people both in prison and in the community, offering a tailored package of support for each individual to help them identify and realise alternative aspirations and goals away from a life of crime. It also works with young people at risk of getting involved in the criminal justice system.

Peer Advice Project

The Peer Advice Project aims to meet the large demand for advice services amongst the prison population by using an under-used resource - serving prisoners themselves. The Peer Advice Project was initially set up to address the high levels of homelessness amongst the prison population by training serving prisoners to act as housing advisors. However, in some prisons advisors cover other areas such as employment and training opportunities.

Meet at the Gates

Provides post-release support for prison leavers returning to London. Support workers meet their clients at the prison gate and offer help with accommodation and referrals to other support services.

Emergency housing support and private rented accommodation

Having somewhere safe and stable to live is essential for our clients to be able to move their lives forward. We offer a week-day emergency drop in housing support service for local homeless people at our Head Office in Camberwell. We also have a developing Private Rented Sector project which provides private rented accommodation for our clients.

Private Rented Sector Project

Housing support services

Running alongside our peer-based support is a housing casework service provided under the prison's Housing Information and Advice Service (HIAS) in partnership with St Mungo's. It offers advice on housing-related issues to both newly sentenced prisoners and those about to be released.

The services aim to support the resettlement of prisoners and reduce re-offending on release. These caseworkers work alongside our peer advisors and the prisons staff to provide prisoners with support.

For more information and leaflets on all the above, please visit www.stgilestrust.org.uk

Veterans' Support Service

Do you need help with the following?

- Advice on welfare benefits, including service pensions
- Housing Advice, and support with accessing accommodation
- Access to health



If you have ever served in the British Armed Forces, the Veterans' Support Service is here to support you and your dependants

VETERANS' SUPPORT SERVICE

Do you need help with the following:

- Advice on welfare benefits, including service pensions
- Housing advice and support with accessing accommodation
- Support with mental health issues, including PTSD
- Improving your physical health
- Getting into training, employment, and meaningful daytime activities
- Support with debt and money management
- Support around substance misuse problems

If you are a Veteran, a dependant of a Veteran, or you know a Veteran who is struggling, please give us a call; we may be able to help.

020 7385 2110

Emergency accommodation across London:

It is possible that if you become homeless you will not receive any assistance from the Local Authority, although you will receive advice. If you have been given an information pack from an officer of the Local Authority, it is likely that you would have been advised and assessed according to the relevant legislation. If you are told that you are 'not in Priority Need', this does not mean that the local authority does not recognise that you are homeless. It does however mean that the assistance you will receive will be limited. In order to prevent your street homelessness, please find below a list of hostels and day centre's which may be able to assist you.

Hostels across London

Please call ahead for opening hours and times of the different services. Many centers and hostels have restricted services over the holiday periods and year round most services are only offered at certain times. Some have restrictions regarding local connections.

235 Project

c/o 11 Alexandra Road, Wimbledon –tel 0203 274 4035
Intensive support for those who have been in drug rehab

Arbours Association

6 Church Lane , N8 7BU – tel 0208 340 7646
Those with low to medium mental Health needs

Causeway Irish Housing Association

c/o Haringey Irish Centre tel 0208 365 1751
Irish people by birth or descent age 18-31

Centrepont, 54 Dean Street, London, W1D 6AE

Tel: 020 7423 6805

Information: Hostel for young single people aged between 16 – 25. This is the Centrepont London Advice Centre number

Carr-Gomm – North London

Via local Authorities – call to see

Community Housing – Lexham House

North Kensington – tel 0208 969 8754
Mental Health – 18 – 65 forensic history accepted

ECHG Queen Mary MH Service

28 Greencoat place 0207976 6338
Homeless women with mental health needs
Priority given to local connection with Westminster

Equinox - Mitcham Park

Men with alcohol problems wishing to remain abstinent
0208646 0975 – Merton/Sutton connection applicants given preference

Equinox Womens Service

Women ex-offenders on a Statutory supervision order
Preference to those with a Camden connection – tel 0207 740 5785

Harrow Churches HA

16 Peterborough Road tel 0208 423 0373 or 0208 426 4995
Young single homeless age 16 - 24 with a Harrow connection

Hylem – Arthur West House

79 Fitzjohns Avenue NW3 6PA – tel 0207 435 8793
Age 18 – 45 working/studying in London

Hope House

49 Saltram Crescent W9 3js – tel 0208 969 3587 or 0208 964 4723
Women who have been through a detox and abstinent

Local 33 Church Triumphant

26 Mayflower Road SW9 9JZ – tel 0207 737 3107
Single homeless including ex-offenders, with no additional support needs who are prepared to engage in training, and people with drug problems who are prepared to attend rehab.

Metropolitan Support Trust –Gay Men’s Housing

For gay men escaping from DV or homophobic violence. Tel -0208 743 2165

MIND in Haringey

Tel 0208 341 1886 Priority for those with Haringey connection with mental health needs

Moulin House

24 – 26 Mount Park Road W5 2RT tel – 0208 997 4343
Students 18 – 25 year olds with low support needs – unable to accept those on benefits

Missionaries of Charity – Gift of Love – 112-116 St George’S road, SE1 6EU. Telephone- 020 7401 8378 OR 020 76201504.

Transport – Lambeth North or Elephant & Castle tube. Buses 12, 53, 18, 188, 344, C10.
Single homeless men aged 30-60with low support needs, particularly those who have been rough sleeping.

9.30-11.30am & 4pm-6pm daily. Does not accept referrals on a Thursday and only accepts applicants after an assessment by the Sister-in-Charge. Minimum stay is 1 night, maximum is 3 Months. No Alcohol or smoking allowed in the building. Must be in by 8.30pm and must leave the house between9.30am and 5pm. Visitors must leave by 8pm.

Missionaries of Charity – Home of Peace – 179 Bravington Road, W9 3AR Telephone 020 8962631.

Single homeless women 18-60 years, with no or very low support needs. Prefer applicants to have a local connection to the City of Westminster, but not essential. Will not accept women with a history of violence or women who are unable to care for themselves for themselves. Does not accept referrals on a Thursday. Phone to check vacancies between 8.30am – 11am & 2.30pm – 7pm. Proof of ID will be needed, average of 2 weeks stay. No Alcohol or Smoking allowed in the building and residents are expected to be out between 10am – 4pm and in by 9pm.

Mount Carmel

12 Aldrington Road, Streatham, SW16 1TH – tel 0208 769 7674
People with alcohol problems who wish to recover in abstinence.

Oak Lodge, Sisters Avenue Project and Project 85

c/o11 Alexandra Road, Wimbledon, SW19 7JZ – tel 0203 274 4035
Those with history of drug use who have completed a full detox or those who have completed stage one deto. Priority to those leaving Cranstoun Drug Service Rehab.

Religious of Mary Immaculate

15 – 16 Southwell Gardens, SW7 4RL – tel 0207 373 3869
Working woman 18 – 24

Richmond Fellowship – Amadeus House

18 Corfton Road, W5 2HT – tel 0208 997 8015
Age 18 – 45 with mental health issues

Servite Housing – Kemplay Road

c/o 48 Wandsworth Common Northside SW18 2SL tel 0208 871 3260
single women age 18 - 26

Salvation Army - Booth House

Tel: 020 7392 9490 (Male)

Information: Must be referred by Tower Hamlets Council and must be assessed as having a local connection to the borough. Information: 18-60 year olds

Salvation Army - Edward Alsop Court

Tel: 020 7233 0296 (Male)

Information: Must be referred by Westminster Council and must be assessed as having a local connection to the borough.

Salvation Army - Hopetown

Tel: 020 7364 7151

Information: Must be referred by Tower Hamlets Council and must be assessed as having a local connection to the borough.

Servite Houses – Park House

227 Earls Court Road – tel 0207 373 2851
Young women 18 – 30 in full time employment

SPEAR Hostel

Tel 020 8332 7382

Information: Must be referred by Richmond Upon Thames Council and must be assessed as having a local connection to the borough.

SPEAR Hostel

24 Kew Road – tel 0208 948 5564
Single homeless women

St Mungo's

Tel: 0208 762 5500

Information: Large charity across London with numerous hostels across south London. (Have to be referred by Outreach).

St Christopher's Fellowship, Lime Grove Resource Centre, 47 Lime Grove, W12 8EE

Tel: 020 8740 9182

Information: For young people and vulnerable adults.

Stonewall Hostel, 2A Leroy House, 436 Essex Road, London N1 3QP.

Tel: 020 7359 5767 Information: Hostel for single men from 16-25. This hostel is aimed at the gay community in particular – (see separate listing above for more information).

St Louise Hostel, 33 Medway Street London SW1P 2BE

Tel: 020 7222 2071

St Louise Hostel is a 94 bed direct access hostel for single women over the age of 21. The accommodation comprises single rooms, shared kitchens and bathrooms. Bedrooms are equipped with a bed, chest of drawers and wardrobe. Launderette, TV Lounge, 24 Hour Security. Applicants in receipt of benefits are welcome to apply.

Thames reach – Robertson Street

1a Daley Thompson Way - Tel : 0207 720 9505

Over 55's with chaotic, challenging behaviour and /or alcohol problems

The Arbour

47 Tooting Bec Gardens, Streatham, SW16 1RF – tel : 0208769 3444

Men 18 – 45 with alcohol/substance misuse problems. Placement funding required from relevant borough.

Thurston House

52 Rectory Grove, SW4 0EB – tel :0207 622 7833

Men recovering from alcohol/drug dependency – must have done 12 step primary treatment

Trinity Homeless Projects

17 – 18 Pownall Gardens, Hounslow TW3 1YW – tel 0208 737 6611 – for ex-offenders age 16 – 50 with local connection to Hounslow

Trinity Homeless Projects

1 Norwood Gardens, Hayes, Middlesex – tel 0208 797 9504 for homeless women

2 Barnhill Lane, Hayes, Middlesex tel 0208 797 9503 single men with connection to Hillingdon

The Marylebone Project - Bradbury House

Information: Women only 18-59 years old. Not essential to have local connection although preferable. Tel: 020 7262 3818

Western Lodge

84 West Side, Clapham Common, SW4 9AY – tel 0207 228 1425

Single homeless men with local connection to Wandsworth

YMCA Accommodation

YMCA accommodation is usually available for those between the ages of 16-29 unless otherwise stated. Depending on demand each hostel may or may not require that you have a local connection to that area.

City Barbican YMCA: 2 Fann Street, London, EC2Y 8BR tel 0207628 0697 or 020 7382 5360

Any age – working or studying around City of London

London City: 8 Errol Street, London, EC1Y 8SE - 020 7614 5000 Young, single homeless people aged 16 – 29 with low support needs

Dagenham YMCA: 1-11 Vineries Close, Dagenham, Essex RM9 5DA

Tel: 020 8595 8672

Information: Hostel for men and women 18 – 25

Helen Graham House (Servite Houses) - 57 Great Russell Street, London, WC1B 3BD

020 7405 2177 - Single homeless people aged 18 – 30 who are students, working or jobseekers.

Goldsmith House - (Servite Houses) Park Village, East London, NW1 3SX - 0207 387 4501

Single women aged 18 – 35 including students do not accept benefits.

Park House (Servite Houses) 227 Earl's Court Road, London, SW5 9BL - 020 7373 2851

Single women aged 18 – 30 who are students or jobseekers.

Hornsey YMCA: 184 Tottenham Lane, Crouch End, London N8 8SG

Tel: 020 8342 5114

For young single homeless people aged 18-30, including ex-offenders, refugees and young people leaving care. Must have a connection to LB Haringey for at least 6 out of previous 12 months. Will not accept people with convictions for any serious offence including arson or rape. Information: 18-30 year olds, must be referred by an agency such as Connexions.

Kingston & Wimbledon YMCA

6 Parsons Green, SW6 4TQ – tel – 0207 736 4878
Working people and students age 18 – 45

Merton Action for Single Homeless (MASH)

8 Wilton Road, Colliers Wood, London SW19 2HB 020 8543 3677 Young single homeless people aged 16 – 21. Priority given to people from the Merton area.

Reading YMCA: Marlborough House, Parkside Road, Reading, RG30 2DD

Tel: 0118 957 5746

Romford YMCA: Rush Green Road, Romford, Essex, RM7 0PH

Tel: 01708 766211

Information: Hostel for single young men and women with support needs aged 18-30

Slough YMCA: 30 Ladbroke Road, Slough, SL1 2SR

Tel: 01753 810 684

Waltham Forest YMCA: 642 Forest Road, Walthamstow, London, E17 3EF

Tel: 020 8509 4600

Information: Hostel for single young men and women with support needs aged 18-30

Watford and District YMCA: Charter House, Charter Place, Watford, Hertfordshire, WD17 2RT

Tel: 01923 353600

Welwyn/Hatfield - Peartree Lane, Welwyn Garden City, Hertfordshire, AL7 3UL, 01707 351 400**West Kent YMCA:** Ryder House, 1-23 Belgrave Road, Tunbridge Wells, Kent, TN1 2BP

Tel: 01892 542209

West London YMCA: 45 St Mary's Road, Ealing, London, W5 5RE

Tel: 0300 1111 525

West London YMCA :Uxbridge Hillingdon Road Tel 01895 813863**YMCA Thames Gateway:** The Roundhouse, Overy Street, Dartford, DA1 1UP

Tel: 01322 220521

Day centres and other advice services across London that can help

As well as contacting the Council it can be very helpful to go to other local services that can give advice and support and make referrals to hostels or other support services.

999 Club – 21 Deptford Broadway, Deptford, SE8 4PA. Telephone 020 8691 7734, Deptford or New Cross Train stations, Deptford DLR, Buses 47, 53, 177, 225, X53

999 Club – All Saints, Monson Road, Newcross, SE14 6AH. Telephone 020 7732 0209. Monday to Fridays 10am – 5pm. Buses 21, 53, 172, 177, 225, X53, P3.

Aldgate Advice Dellow -Day Centre, White Chapel Mission, Aldgate High Street, London EC3N 1AB - 020 7247 8280 - For single, street homeless people. Housing and benefit advice, substance misuse advice, shower and laundry facilities

Ace of Clubs

Mainly homeless people, others in need in the local community aged 16+ and unemployed people
Address: St Alphonsus Road, Clapham, SW4 7AS
Tel: 020 7720 2811

Barons Court Project - 69 Talgarth Road, London, W14 9DA - 020 7603 5232

Monday to Friday: Drop in sessions: 2pm – 5pm - Cost price café, benefits advice, shower, and laundry. Women's drop-in (12-2pm Friday) Visits from chiropodist, CAB worker, CAB adviser, training and education, mental health support groups 7-9pm on Wednesdays, women and black people support groups 5pm-7:30pm on Fridays. Life skills projects including computer and cookery classes. Hot lunch/meal

Broadway Project - Market Lane (Off Goldhawk Road), Shepherd's Bush, London, W12 8EZ

0208 735 5810 - Monday - Friday: 9.30am until 2.30pm. Midday meals (café offering snacks. Showers, clothing and laundry service. Breakfast for rough sleepers 8.30am – 9.30am Mon-Friday. Help desk: 9.30am – 12.30pm. Optician, nurse, podiatrist, alternative health therapies available. Other services include welfare benefits adviser on Thursdays. Mental health, drug and alcohol advice each day. Employment and training advice on Fridays.

Church Army Women's Day Centre Women only 1-5 Cosway Street, London, NW1 5NR

020 7262 3818

Monday to Thursday: 9:30am – 12 noon for rough sleepers and by Appointment only

Monday to Thursday: 12 noon – 3:30pm Drop-in

Housing, benefits, immigration advice. Showers, laundry, clothes store. Nurse calls monthly. Free lunch Mon-Thu. ESOL, literacy, numeracy, computer classes. Activities, including exercise, arts and bingo. Internet access.

Cricklewood Homeless Concern 1 Maybury Gardens, Chapel Offices, Willesden, NW10 2NB

0203 2730049 www.chc.org.uk - Only for clients with a local connection to Brent - Advice assistance is via appointment only. Mental health support project, one-to-one support and advice. Housing and welfare advice. Resettlement services, referrals to housing associations and hostels. Benefit advice on Wednesdays and Fridays by appointments only. Access – BACES training, writing. Literacy and numeracy classes. Other services: optician. Lunch costs 50p

Deptford Reach

Anyone over 16 who is vulnerable, disadvantaged, socially isolated, elderly excluded, homeless

Address: Speedwell Street, London, SE8 4AT

Tel: 020 8692 6548

Hackney 180 - Lower Clapton Road, London, E5 0PD. 020 8986 9015

Monday to Thursday: 10am until 12.30pm; 2: 30pm until 4.30pm - Not open on Weds and Fri
Wednesday. Free food, clothes, primary health care, health access worker, showers, general advice, art, carpentry, creative writing, music, photography, IT. Drug/alcohol worker, benefits adviser, chiropodist once a month, dentist, optician.

Holy Cross Centre - The Crypt, Holy Cross Church, Cromer Street, London, WC1H 8JU

020 7278 8687 - Open access sessions: Monday 2pm – 5pm Tuesday 6pm-9pm

Club Sessions: (for club members only) Wed 6pm-9pm ; Sun 1.30-4.30pm Sit-down hot meal.

Italian persons' group - Thursday 5-8pm. Refugee group: Wed 12 – 2.30pm & Fri 12-3pm.

Advice service, mental health sessions.

London Irish Centre 50 - 52 Camden Square, London NW1 9XB - 020 7916 2222

Monday, Tuesday, Thursday & Friday: 9:30am- 12:30pm

Monday, Tuesday, Wednesday, Thursday- 2pm- 4pm

Community and welfare service for newly arrived and settled Irish people. Advice on housing, benefits, health, homelessness and employment. The centre also has an old persons outreach worker and a young persons resettlement worker (16-24yr olds). Showers and clothing. Health living co-ordinator, Lunch club, over 60 activities in the afternoon on Mondays, Wednesdays and Fridays, voluntary workers.

Manna Day Centre

Single homeless people and people in need. Address: 6 Melior Street, London, SE1 3QP
Tel: 020 7403 1931. Can help with finding accommodation whilst attending centre.

New Horizon Youth Centre

Work with vulnerable/homeless people aged between 16 - 21
Housing advice for young people, no restrictions and will work to resettle.
Address: 68 Charlton Street, NW1 1JR
Tel: 020 7388 5560

North Lambeth Day Centre (St Mungo's) - St Johns Crypt,73 Waterloo Road,London,SE1 8UD
020 7261 9622 Mon-Fri 9:30am-12noon open access, 12noon-2:30pm structured
activities/workshops. Offers cheap food, showers, advice on benefits and housing. Drug, alcohol
and mental health support available. Nurse, optician, chiropodist.

Open Door Meal The Open Door Meal takes place 7-9pm every other Thursday & provides a hot
meal, clothing and toiletries to more than 100 homeless and vulnerably housed people. It is run
almost entirely by volunteers from St James the Less and other London churches.

St James the Less Church,Thorndike Street (off Moreton Street),
Pimlico,Westminster,London,SW1V 2PS - 020 7630 6282

Providence Row- Dellow Centre,82 Wentworth Street,London,E1 7SA - 020 7375 3915

Drop-in Monday-Friday:9:15am-11: 30am , afternoons: 1pm- 4pm Drop-in centre for men and
women. Breakfast from 9:15-11:30am, Light snacks (free), showers, laundry and clothing. Range
of support services offered with emphasis on drink, drugs and mental health, dentist and optician.
Housing and benefits advice every day.

Salvation Army – Rochester row,97 Rochester Row,London,SW1P 1LJ - 020 7233 9862

Wednesdays:5:30pm – 8:00pm - Drop in sessions: Wed and Thurs: 5:30- 8:00pm. Food and
drinks, clothing. English Classes on Mon – Tues 6pm – 8pm, Art classes on Tues- 2-4pm, Film
night on Fri 6pm – 8pm Spiritual group on 2:30pm – 3:30pm

Southside Partnership (Fanon Care Fanon Resource Centre)

107 Railton road, Brixton, SE24 OLR - 020 7737 2888 - Monday- 12:30pm-4pm Tuesday to
Friday:10:30am – 4:00pm. Assists Afro-Caribbean men and women with mental health problems.
Gives advice on legal issues, housing and financial matters. Probation liaison officer (works in
partnership with the London Probation Association). Social activities include art exhibition, and
music therapy, games, Meals at 1pm (£2.50). Women's group – for black women aged 18-60,
offers counselling, stress management, welfare rights and housing advice, social activities.

Spectrum Day Centre - 6 Greenland Street,Camden,London,NW1 0ND,020 7267 4937

Monday 9:30-11:30 Tues- 1:30-3:30pm (women's session),Wed 1:30pm – 3:30pm advice,
Thu 9:30am-11: 30pm, 1:30-3:30pm. Fri 9:30am – 11:30am advice, 1:30-3:30pm drop in.
Advice centre, doctor, nurse, (chiropodist Fri. afternoon 1:30-3:30pm), drug worker and
(counsellor appointment only). Advice on issues ranging from housing and welfare benefits to
domestic violence. Alcohol workers also available.

St Cuthbert's Centre - The Philbeach Hall,51 Philbeach Gardens,Earl's Court,London,SW5 9EB

020 7835 1389 - Monday to Friday 11.30am until 3.45pm Please note: no children can go to the
centre. Lunchtime meal, shower facilities, general advice, clothing store and free telephone calls
to benefits agency and/or other statutory body. Health liaison worker, counselling sessions, art
sessions (Tues, start 1.30pm), basic computer courses on Mon, internet access on Mondays and
Wed

St Louise Hostel

130 beds in single and shared rooms. For women aged between 16 - 25
Address: 33 Medway Street, Westminster, SW1P 2BE
Tel: 020 7222 2071

The Spires Centre

For Homeless and Disadvantaged People -Address: 8 Tooting Bec Gardens, London, SW16 1RB
Tel: 020 8696 0943 - Monday: Closed;Tuesdays & Thursdays:9 -10:30am rough sleepers only,10:30 – 2pm open access;Wednesday:10am – 12pm - Rough sleepers only,Adult learning 10am-1pm;Friday: 10am – 1pm women only Sunday:11:30 – 3pmLunch, showers, clothing, benefit advice and tenancy support. Legal advice, drug & alcohol worker, nurse, music group, adult literacy and computer training, mental health worker.

The Connection at St. Martins 12 Adelaide street,WC2N 4HW - 020 7766 5544

www.connection-@-stmartins.org.uk - Day Centre for **age 26+** Mon, Tues, Thurs, Friday, Sat, Sun- 9am-12.30pm - Wed- 9am –12:30 - Evening day centre- Tues &Thurs- 4:30-7:30 - Mon-Fri Group activities: 2pm- 5pm. Advice, art group, job search, training opportunities, computer skills, solicitors, housing and resettlement benefits advisor, housing advice surgeries, food and drink. Doctor and nurse available on Mon, Tues, wed &Thursday in the mornings. Help with alcohol problems, drug and mental health and help for ex-servicemen

The Connection at St. Martins 12 Adelaide Street, London,WC2N 4HW 0207 766 5544

www.connection-@-stmartins.org.uk - Day Centre for ages **16 - 25's only** - Mon, Tues, Thurs, Friday, Sat, Sun- 9am-1pm Except Wednesday Evening day centre- Tues &Thurs- 4:30-7:30 Advice, art group, job search, training opportunities, creative writing, computer skills, solicitors, housing and resettlement benefits advisor, housing advice surgeries, food and drink. Doctor and nurse available on Mon, Tues, Wed &Thursday in the mornings. Help with alcohol, drug and mental health issues

The Passage Day Centre - St Vincent's Centre, Carlisle Place,London,SW1P 1NL

020 7592 1850 - Monday to Friday:8am – 11am = drop ins - 2-6pm = appointments only (7am – 10:30am is for rough sleepers only) Saturday-Sunday (basic sandwich service) 9am – 12pm - Over 25's only. Food, laundry and disabled bathing facilities are available. Clothing store, medical room, visiting doctor and nurse, chiropodist, optician, full-time drug, alcohol and mental health workers, daily computer literacy classes, life skills, general education, small group activities. Housing advice workers, welfare and benefits advice worker, education training and employment department.

Upper Room (St Saviour with St Mary's),St Saviour's Church, Wendell park,Cobbold road,

W12 9LN - 020 8740 5688 - Tuesday - Thursday:5:30pm – 6:45pm :Mondays and Fridays: 1pm-6pm for job sessions.Saturday & Sunday:12:30pm – 1:30pm - Free food at the above times. Counselling service on Saturday (By appointment), survival services, free food, clothing, blankets.

Vineyard Project

Mondays to Fridays is an open-access day centre for those in need of support.
Address: Congregational Church Crypt, The Vineyard, TW10 G1Q
Tel: 020 8940 2965

West London Day Centre

Open each weekday morning 25+ only .

Can assist with benefits, food, clothing and counseling. Showers and a nurse on site.

Address: 134-136 Seymore Place, London, W1H 5DJ

Tel: 020 7569 5900 - Day and TV room. Cheap food, washing and drying facilities (50p), access to clothing and luggage store (phone first for space). Welfare, benefit and housing advice. Medical services, Computer facilities, Out reach worker from Equinox

Wayside Hostel

For women aged between 16 - 35

42 Croydon Road, Reigate, Surrey, RH2 0PQ

Tel: 01737 248304

Whitechapel Mission - West London Mission,19 Thayer Stree,London W1U 2QJ

Tel: 020 7935 6179 - Every Day:6am – 11am - Breakfast at 8am. Showers and clothing on Tuesdays, Thursdays and Sundays. Housing and resettlement advice.

Women at the Well – is a charity in Kings Cross for vulnerable women.

<http://www.watw.org.uk>

Women at the well is a day centre in Kings Cross for vulnerable women who have problems relating to prostitution, homelessness, drugs, alcohol, mental health, offending etc. Women at the Well give help with basic needs, support and advocacy, life skills, health and wellbeing. Opening Times – Monday – Friday 12 noon – 4pm

Homelessness & Housing charities/organisations and agencies

Shelter – England.shelter.org.uk 24 hour helpline 0808 800 4444

In addition to its campaigning work, shelter runs a network of housing aid centres. They can provide advice & advocacy on all areas of housing law, Including homelessness, allocation of housing and security of tenure. Shelter also has access to hostel information including emergency accommodation & direct access hostels

Thames Reach – www.thamesreach.org.uk An agency for homeless people in London.

CRASH – www.crash.org.uk The UK construction industry charity for homeless people

National Homeless Alliance - www.home-all.org. This organisation works with over 100 organisations in helping homeless people with information, advice and research.

St Mungos – www.stmungos.org.uk. A homelessness organisation with an abundance of links to 1000's of organisations, facts, services and info about their project.

Housing mobility and exchange services (HOMES) www.homes.org.uk

0845 080 1089. 242 Vauxhall Bridge, London, SW1V 1AU.

An organisation which works with local authorities and registered social landlords throughout the UK, offering a range of services that help people move including tenants with special needs or disabilities. Housing Services Agency (HAS) 020 7284 0293
140 Camden Street, London, NW1 9PF. Promotes and carries out effective resettlement of single homeless people.

NACRO - Resettlement Advice Service

Nacro's Resettlement Advice Service reopened on Monday 3 September, providing quality information, expert advice and advocacy support. You will still be able to find answers to our most frequently asked questions and further advice on our website..Enquirers who are unable to find the answer to their questions on our website, can now call us on 0207 840 7200 - dialing Option 2 followed by Option 1.

The new Resettlement Advice Service will provide a number of specialist services including:

- The UK's only dedicated confidential helpline and online service providing expert advice and advocacy to serving prisoners, former prisoners and others facing severe barriers in various aspects of their lives as a result of their former offending.
- expert advice, training and strategic support to employers, educational establishments and other organisations working with ex-offenders, including risk assessment support for organisations seeking to employ or admit individuals with a criminal record, and Work Programme Contractors seeking to place ex-offenders into sustainable employment.
- a personalised research service, based on a unique national service level database which helps family professionals locate suitable housing, employment and other vital resettlement services for people leaving prison and relocating to different areas of the country.



What do I do if I become street homeless?

London Street Rescue helps rough sleepers off the streets and into accommodation.

If you are sleeping rough, you can call us on **0870 383 3333**.

About London Street Rescue

Every night of the year, we are out and about across the capital, acting as a safety net for some of society's most vulnerable men and women.

Our teams of outreach workers and volunteers find and engage with rough sleepers in a bid to help them off the streets.

We provide practical assistance, including:

- Help into emergency accommodation.
- Help into hostel accommodation/private. rented/The Clearing house/Supported housing.
- Help with ID and benefits.
- information and advice about support services.
- Assistance with linking in with health services.
- Street Rescue outreach workers prepare for a shift.

London Street Rescue helps people of all ages and with many different needs. These include people with poor mental or physical health and those with drug or alcohol problems.

Our teams are there for people who are not getting the services they need and are unlikely to seek help for themselves.

London Street Rescue's actions can act as a catalyst for change in people's lives. Getting rough sleepers into accommodation is often the first step towards them getting back on track and having a home of their own.

Our teams refuse to give up on people. We will work with individuals for as long as it takes to help them move away from a street lifestyle, no matter how complex their needs.

People sleeping rough are very vulnerable to the dangers of the streets. The actions of London Street Rescue can save lives.

Information taken from <http://www.thamesreach.org.uk/what-we-do/on-the-street/>



0870 383 3333

The No Second Night Out (NSNO) project was launched on **1 April 2011** as a pilot project aimed at ensuring those who find themselves sleeping rough in central London for the first time need not spend a second night on the streets.

Each week about 50 people are seen rough sleeping for the first time in London. Many of them are new to the capital. Our aim is to ensure there is a rapid response to new rough sleepers, and that they are provided an offer that means they do not have to sleep out for a second night. Other projects exist to support those already rough sleeping and living on the streets.

The Mayor of London has committed to end rough sleeping in London. To deliver this commitment he established the London Delivery Board (LDB) – a partnership body chaired by the Mayor’s Housing Advisor that brings together central London boroughs, government departments, the voluntary sector and key stakeholders. The outcome the LDB is seeking to deliver is that by the end of 2012 no one will live on the streets of London and no individual arriving on the streets will sleep out for a second night.

No Second Night Out began as a pilot project on the 1st April 2011 and operates across ten central boroughs represented on the LDB. From 1st June 2012 it is rolling out to all London boroughs.

No Second Night Out Assessment Hub

Name of Project No Second Night Out Assessment Hub

Project Type Housing Advice and Support

Region London

Description No Second Night Out is a pilot project focused on ensuring there is a rapid response to new rough sleepers, and will provide an offer that means they do not have to sleep out for a second night. Referrals by the public are welcome.

Client Age Group All ages

Opening Hours 24-hour reception

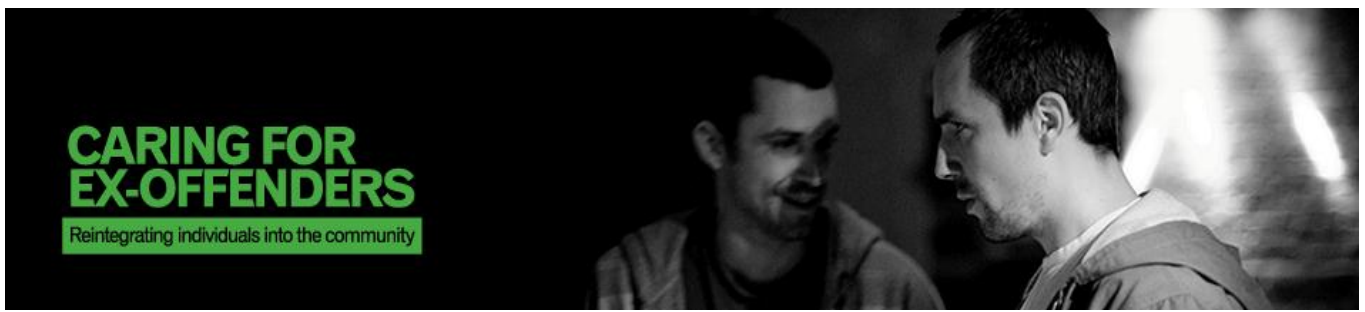
Address Camden
London

Telephone 020 7837 0970

Fax 020 7713 8034

Main Contact Becky Green

Website <http://www.nosecondnightout.org.uk>



CARING FOR EX-OFFENDERS

Reintegrating individuals into the community

Information for Probation

Caring for Ex-Offenders provides a free and local service for ex-offenders to aid them in successful resettlement back into society and the subsequent reduction in risk of re-offending that follows. Our service is available to anyone about to be released from prison, recently released, or currently serving a community sentence; for the purpose of ease I refer to all the afore mentioned as ex-offenders throughout this document.

We link ex-offenders to a local CFEO community that provides the ex-offender with a mentor and a team of supportive volunteers who can aid them in successful resettlement. The mentor is there to help address attitudes and behavior and work towards change, setting goals and seeing them through. The rest of the community's team are there for any other needs that may arise, such as the need for accommodation, help with addiction problems, finding employment or education, filling out forms, improving family relationships, or simply friendship and a supportive community of people.

These may be fulfilled through the community's own programmes and facilities (some of our communities run employability schemes, debt advice centres, addiction recovery programs or supported housing facilities for ex-offenders), or for those that don't through signposting the ex-offender to the appropriate local agencies or charities that can help them according to their individual needs.

Through this support and regular mentoring over an extended period of time strong positive relationships are developed, combined with help with practical needs this process reduces the risk of reoffending by increasing the chance of successful resettlement. Essentially CFEO communities are there to facilitate the 7 pathways being effectively in place in an individual's life.

CFEO communities are local churches but this does not dictate the character of the individual we refer; they can be of any faith, or none, and the communities are committed to helping referrals regardless of their beliefs. This nonetheless adds another dimension to the support that can be given as these communities can aid ex-offenders spiritually if necessary.

Contact Us

If you have any questions regarding Caring for Ex-Offenders please do get in touch:

E-mail:

info@caringforexoffenders.org

Post: Caring for Ex-Offenders, Holy Trinity Brompton, Brompton Road, London, SW7 1JA

Phone: 020 7052 0332

Keep up to date with Caring for Ex-Offenders' work, news, training events, and more at our website: www.caringforexoffenders.org.

Here you can also download resources, including our Referral and Church Registration forms. via the website.

WHAT SUPPORT IS THERE FOR PEOPLE WITH NO RECOURSE TO PUBLIC FUNDS?

No recourse to public funds (NRPF) refers to people who are not entitled to access certain public services in this country. People with NRPF are those who are subject to immigration control and have no entitlement to welfare benefits, to Home Office asylum support for asylum seekers, or to public housing. NRPF includes:

Refused asylum seekers whose appeal rights are exhausted, people who have overstayed their visas, people on sponsorship visas, such as spousal visas.

Overseas visitors, people on student visas and other irregular migrants.

Some unemployed migrants from Central and Eastern Europe may also have NRPF.

Individuals with NRPF who become homeless have very few avenues for support that are accessible to them, and some may face destitution.

The Housing rights website at www.housing-rights.info/index.php gives information for recent arrivals in England for advisers about entitlements to housing, based on people's immigration status.

Homeless Link's website has information about entitlements to support at www.homeless.org.uk and guidance or organisations seeking to support individuals with no recourse to public funds.

Getting help

The regulations governing access to public services and funds is complex so it is important to get advice on individual circumstances as soon as possible. Day centres, CABx and local services for refugees and asylum seekers listed on Homeless London can provide advice on the limited accommodation and support options available for people with NRPF. Very few hostels or supported accommodation services can accept people with NRPF.

Homeless London has information about support for Central and Eastern Europeans - details available on www.homelesslondon.org/details.asp?id=QA65

Missionaries of Charity runs two emergency night shelters in London (one for men aged 30+ and one for women) that offer short term accommodation for those with nowhere else to stay and have no support needs. Some winter shelters that open during the cold weather may be able to accept people with NRPF. All these shelters are usually full and have few vacancies.

Returning to country of origin

The International Organisation for Migration (IOM) runs a voluntary return scheme (Voluntary Assisted Return and Reintegration Programme) details at www.homeless.org.uk to assist non-EEA nationals who have been in the asylum system at any stage (applying, appealing or refused) and who wish to return to their country of origin. IOM also runs a voluntary return assistance scheme for families and children (Assisted Voluntary Return or Families and Children)

Children & families Across Borders – www.cab.uk.net - can also assist vulnerable people to return home. Routes Home website – www.routeshome.org.uk - gives practical guidance for outreach staff and others involved in reconnecting Central and Eastern Europeans sleeping rough back to their home country.

Taken from Homelesslondon.org website – accessed September 2012

UKLGIG <http://www.uklgig.org.uk/> provide advice to LGBT people with no recourse or immigration issues.

Support, hostels and housing projects in Kensington & Chelsea (see also list of emergency accommodation on page 22).

Whilst every effort has been made to give you correct information, some providers and/or contact numbers may have changed and will be updated in due course where new details are provided to us.

Although there are several longer term hostels and housing projects for single homeless people across London most of them do not accept self-referrals and they may not have very frequent vacancies. Before contacting any hostels or housing projects do check in the information about them to see whether they will accept self-referrals or if you would need to be referred by an agency such as the local council or probation.

240 Project

Project run by Notting Churches Homeless Concern Mon-Wed 11-4 in the basement of Notting Hill Methodist Church. Offering recently housed street homeless people a free hot meal and activities in art, drama, music, swimming, computers, poetry, and literacy.

Client Age Group >18 only

Opening Hours Monday, Tuesday, Wednesday, 12:00 - 4:00

Address 240 Lancaster Road, Kensington & Chelsea, London, W11 4AH

Telephone 020 7221 7530

Cromwell Road Hostel

Description 1st-stage general needs hostel for single men with medium to high support needs. Emphasis on recovery-based practice and empowering service users. Move-on to self-catering rooms possible.

Client Age Group >18 only

Opening Hours 24-hour reception

Address 173-175 Cromwell Road, Kensington & Chelsea, London, SW5 0SE

Telephone 020 7370 9040 - Fax 020 7373 4995

Website <http://www.mungos.org>

Chapter 1 - Dashwood House

Address : c/o RB K&C Housing Options Team, Room G29, The Town Hall, Hornton Street, London, W8 7NX

Phone - 020 7361 3008 Fax - 020 7361 3473

Email: housing@rbkc.gov.uk - Website: www.ch1.org.uk

For young single homeless women aged 16-30 with medium support needs, including young women coming out of local authority care and refugees. Must have a 6 month connection to RB Kensington & Chelsea. No automatic exclusions. Applications considered on a case by case basis.

Referral Agencies

Only accept referrals via RB Kensington & Chelsea's Housing Options Team.

Referral Procedure

Require proof of ID. Interview. If accepted but no vacancies, placed on waiting list - must keep in contact with project.

Centrepoint - Floating Support (K&C)

Address : c/o RB K&C Independence Support Team,36 Oxford Gardens,W10 5UQ
Phone : 020 7854 5888 – Fax : 020 7854 4715 - Website:www.centrepoint.org
Who the Project is for - Young single care leavers aged 16-25 who have a local connection to RB Kensington & Chelsea who require support to help maintain their tenancy.

Barka UK - Reconnection Project

Address : 41 Spelman Street,London,E1 5LQ
Phone : 020 7247 5318 – Email: barka.uk@googlemail.com
Website : www.barkauk.org

Street outreach work with Eastern European rough sleepers, who have no recourse to public funds, who are destitute & sleeping rough. Help people connect to homelessness day centres and work with them to prepare for reconnection with their families and communities. People can be referred to the Barka Network of Inclusion Program in Poland, where they can access detox, learn new work skills and build friendships with others who share their journey.

Depaul UK - Lyon House

Address : 189 Freston Road,W10 6TH - Phone : 020 8964 9578 – Fax: 020 8964 9578
Email : lyon.house@depauluk.org - Website :www.depauluk.org

For young single homeless people aged 18-25, with a 3 year local connection to RB Kensington & Chelsea. Will not accept people with a recent history of violence or arson. Those unable to cope with the low levels of support offered by the project.

Referral Agencies : Priority to Kensington & Chelsea Housing Options Team and Independent Support Team (Social Services). If vacancy not filled, accept referrals from voluntary agencies working with clients in RB Kensington & Chelsea.

Family Mosaic - K&C Floating Support Service

Address : c/o Floating Support Panel Co-ordinator, Social Inclusion Team, Ground Floor, 84 Pembroke Road, London, W8 6NX

Phone : 020 7351 2522 – Fax: 020 7351 7396

Email :floatingsupportpanel@rbkc.gov.uk – Website:www.familymosaic.co.uk

For people with support needs living in RB Kensington & Chelsea requiring help maintaining their tenancy. Includes those with drug/alcohol issues, physical disabilities, ex-rough sleepers, couples and homeless families.

Referral Agencies: Accept self-referrals and referrals from any agency via RBKC's Floating Support Panel Co-ordinator.

Referral Procedure : Phone for application form. Assessment. Referrals discussed and allocated at monthly panel meeting. Allocated by email if received between meetings.

MST - Stoneleigh Street

Address : c/o RB K&C Housing Options Team,Room G29, The Town Hal,Hornton Street,London,W8 7NX

Phone : 020 7361 3008 – Fax: 020 7361 3473

Email: housing@rbkc.gov.uk – Website: www.mst-online.org.uk

For single homeless people with medium support needs, including those with mental health problems, alcohol/drug issues and ex-offenders. Must have a RB Kensington & Chelsea connection.Will not accept people unable to cope with the level of support offered by the project, including those unable to self medicate.

Referral Agencies : Referrals from RB Kensington & Chelsea HOT only. Do not accept self referrals or referrals from other agencies.

Referral Procedure :Application form and interview. Require background information, including psychiatric reports.

London Cyrenians Housing

Address: 1st Floor,181 Kensington High Street,London,W8 6SH

Phone: 20 7938 2004 – Fax: 20 7938 4004

Website: www.cyrenians.org

For single homeless people age 16 – 65 with support needs, eg people with mental health or substance misuse problems, mothers and babies, care leavers, rough sleepers, young people at risk, refugees. Some projects accept people with both mental health and alcohol/drug problems. Applicants must have a local connection to the London borough where their referral agency is based. Will not accept people unable to cope with the level of support provided by the project.

Referral Agencies : Accept referrals from nominated agencies located in boroughs where accommodation is based eg CMHTs, Social Services, LB Ealing Gateway Services, LB Hammersmith & Fulham PATHS Team. Do not accept self referrals.

Rugby Portobello Trust

Address : c/o RB K&C Housing Options Team,Room G29, The Town Hall, Hornton Street,London,W8 7NX

Phone : 020 7361 3008 – Website : www.rugbyportobello.org.uk

For young single homeless people aged 16-25 who require low to medium levels of support. Must have a local connection to RB Kensington and Chelsea (minimum 2 years). Should be aged 22 or under at time of referral.No automatic exclusions.

Referral Agencies : Only accept referrals from RB Kensington and Chelsea Housing Options Team (HOT) and Social Services Independent Support Team.

Referral Procedure : For Housing Options Team (HOT) referrals drop in at Town Hall Mon-Fri 8.30am-5pm. Applicant should be aged 22 or under at time of referral.

Sanctuary Supported Living - North London

Address : Green Dragon House, 64-70 High Street, Croydon, CR0 9XN

Phone : 020 8253 8590 – Fax: 020 8253 8599

Email : referrals@carr-gomm.org.uk – Website :www.carr-gomm.org.uk

For single homeless people age 18 + with additional support needs, including mental or physical health problems, HIV/AIDS, ex-offenders, care leavers, refugees, a history of drug/alcohol misuse which is now under control. Local connection preferred. One scheme with 5 spaces for people with HIV, 2 schemes for women only. Pets, including dogs, allowed with permission.Will not accept people with convictions for arson or serious violent offences in the last 5 years. Those with no support needs. Those unwilling or u

Referral Agencies :

Most schemes only accept referrals from local authority Supporting People Team or Homeless Persons Unit. Some schemes may accept self referrals and referrals from other agencies. Can accept referrals direct from prison.

Referral Procedure

Applicants should initially contact Sanctuary Carr-Gomm to see if the local authority has 100% nomination rights in a specific borough. Write or phone Mon-Fri 9am-5pm.

Application pack. Interview. Needs and risk assessment. If accepted, placed on waiting list.able to live in shared accommodation.

St Christopher's Fellowship - North & West London

Address : Bridge Close, off Kingsdown Close, London, W10 6TW.

Phone : 020 8960 8067 – Fax :020 8960 8098

Website : www.stchris.org.uk

For vulnerable young single homeless people aged 16-24, including care leavers and those with a range of low-medium support needs. Applicants must have a local connection to boroughs where properties are based - LBs Brent, Ealing, Kensington & Chelsea. Will not accept people with recent history of sexual offences or arson convictions. Those assessed at referral/interview as unable to live in shared housing.

Referral Agencies: All referrals must go via single access routes operating in LBs Brent, Ealing and Kensington & Chelsea. Most referrals to the single access routes are from agencies. Applicants can also self-refer to the single access routes.

Referral Procedure

Phone Mon-Fri 9.30am-5pm to check vacancies and applicant's suitability. Application form and risk assessment completed by referral agency prior to interview and needs assessment. Require proof of ID and entitlement to benefits.

St Mungo Association - Various projects

Address : 173 Cromwell Road, Earls Court, Kensington and Chelsea, London, SW5 0SE

Telephone: 0207 370 1351