

# Housing Options & Advice in Havering

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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 some lettings agents in Havering see page 15 - 16

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 for list of sites). 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 Havering (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](http://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](http://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).

### **Credit Unions**

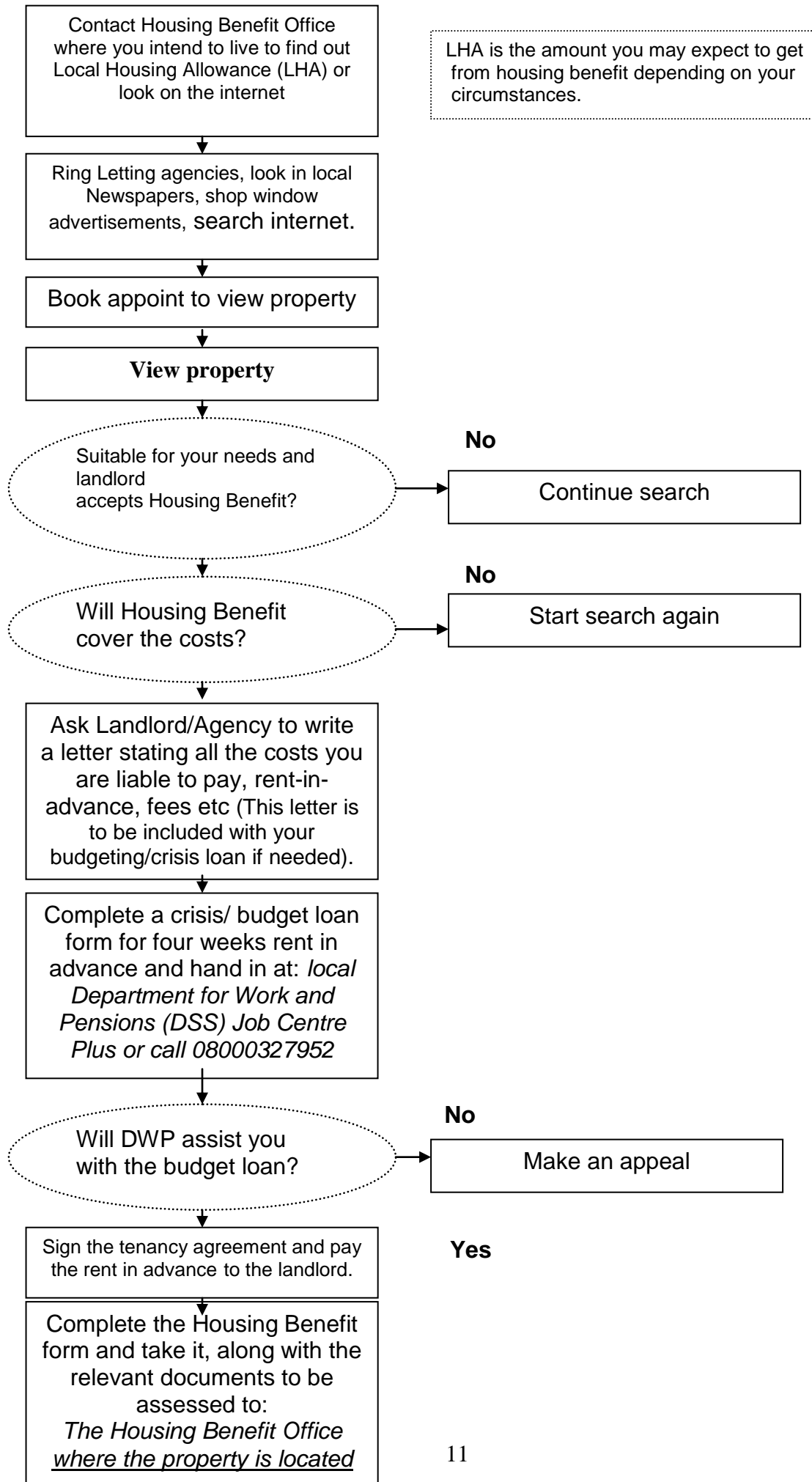
Liberty Credit Union is a community-based savings and loans organisation, open to anyone who lives or works in the boroughs of Havering or Barking & Dagenham.

**Our Havering office is open from  
10am to 4pm Monday to Friday**

**Liberty Credit Union Ltd  
Community House  
19/21 Eastern Road  
Romford RM1 3NH**

**Tel: 01708 741899**

## Steps you Need To Take To Secure Accommodation



## Other places you could look for properties

- Loot newspaper
- Loot website – [www.loot.com/property](http://www.loot.com/property)
- Other websites - [www.gumtree.com/london\\_houses\\_to\\_rent\\_offered](http://www.gumtree.com/london_houses_to_rent_offered)  
[www.fish4.co.uk/lettings](http://www.fish4.co.uk/lettings)  
[www.houseladder.co.uk](http://www.houseladder.co.uk)  
[www.moveflat.com](http://www.moveflat.com)  
[www.froglet.com](http://www.froglet.com)  
[www.intolondon.com](http://www.intolondon.com)  
[www.findaproperty.co.uk](http://www.findaproperty.co.uk)  
[www.hbaccepted.co.uk](http://www.hbaccepted.co.uk)  
[www.primelocation.com](http://www.primelocation.com)  
[www.easyroommate.com](http://www.easyroommate.com)  
[www.net-lettings.co.uk](http://www.net-lettings.co.uk)  
[www.a roomtolet.co.uk](http://www.a roomtolet.co.uk)  
[www.reallymoving.com](http://www.reallymoving.com)  
[www.londonhomelet.com](http://www.londonhomelet.com)  
[www.spareroom.co.uk](http://www.spareroom.co.uk)  
[www.simple2rent.co.uk](http://www.simple2rent.co.uk)  
[www.thepropertycompany.co.uk](http://www.thepropertycompany.co.uk)  
[www.rent-let.vivastreet.co.uk](http://www.rent-let.vivastreet.co.uk)  
[www.dsslondon.co.uk](http://www.dsslondon.co.uk)  
[www.flatmateclick.co.uk](http://www.flatmateclick.co.uk)  
[www.roombuddies.com](http://www.roombuddies.com)  
[www.roomster.com](http://www.roomster.com)  
[www.flatsharedirect.com](http://www.flatsharedirect.com)  
[www.a roomtolet.co.uk](http://www.a roomtolet.co.uk)  
[www.zapmeta.com](http://www.zapmeta.com)  
[www.u-room.com](http://www.u-room.com)  
[www.housing-help.co.uk](http://www.housing-help.co.uk)  
[www.tenantstips.co.uk](http://www.tenantstips.co.uk)  
[www.housingbenefitlandlords.co.uk](http://www.housingbenefitlandlords.co.uk)  
[www.propertyfinder.com](http://www.propertyfinder.com)  
[www.vebra.com](http://www.vebra.com)  
[www.hotproperty.co.uk](http://www.hotproperty.co.uk)  
[www.rightmoves.co.uk](http://www.rightmoves.co.uk)  
[www.findaproperty.co.uk](http://www.findaproperty.co.uk)

[www.homeswapper.co.uk](http://www.homeswapper.co.uk) (for swapping properties)

- Homeless in London website: [www.homelesslondon.org](http://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 Havering** (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:**

For those under the age of 35 years old and have no dependant children.

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](http://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 Havering Area**

1.  [Lettings](#) Hornchurch Tel: 01708 459359
2.  Lettings Hornchurch Tel: 01708 748956
3.  Lettings Romford Tel: 01708 766667
4.  Lettings Hornchurch Tel: 01708 454121
5.  Lettings Romford Tel: 01708 753521
6.  Lettings Romford Tel: 01708 723700
7.  Lettings Hornchurch Tel: 01708 472251  
Lettings Romford Tel: 01708 731987
8.  Lettings Romford Tel: 01708 746633
9.  Lettings Hornchurch Tel: 01708 470756  
Lettings Romford Tel: 01708 755508
10.  Lettings Havering Tel: 01708 738100
11.  Lettings Essex Tel: 01708 479551
12.  Lettings Harold Wood Tel: 01708 346161
13.  Lettings Hornchurch Tel: 01708 476666
14.  Lettings Hornchurch Tel: 01708 478378
15.  Lettings Hornchurch Tel: 01708 452278
16.  Lettings Romford Tel: 01708 450444
17.  Lettings UPMINSTER Tel: 01708 250033
18.  Lettings Romford Tel: 01708 504455
21.  Lettings Romford Tel: 01708 747470
22.  Lettings Romford Tel: 01708 744729
23.  Lettings Romford Tel: 01708 770444

- |     |   |  |
|-----|---|--|
| 24. |     | Lettings Romford Tel: 0800 783 1572                                      |
| 25. |    | Lettings Nationwide Tel: 03303 300127                                    |
| 26. |    | Lettings Essex Tel: 07830 530130   |
| 27. |    | Lettings Romford Tel: 01708 766241                                       |
| 28. |    | Lettings Hornchurch Tel: 01708 707020                                    |
| 29. |    | Lettings Romford Tel: 01708 721111                                       |
| 30. |    | Lettings Romford Tel: 01708 747507                                       |
| 31. |    | Lettings Rainham Tel: 01708 559080<br>Lettings Romford Tel: 01708 764418 |
| 32. |    | Lettings Romford Tel: 01708 320800                                       |
| 33. |    | Lettings Elm Park Tel: 01708 437766                                      |
| 34. |    | Lettings , Romford Tel: 01708 764726                                     |
| 35. |   | Lettings Harold Hill Tel: 01708 375700                                   |
| 36. |  | Lettings Hornchurch Tel: 01708 702800                                    |
| 37. |  | Lettings Rainham Tel: 01708 554659                                       |
| 38. |  | Lettings Hornchurch Tel: 01708 444095                                    |
| 39. |  | Lettings Romford Tel: 01708 747811                                       |

Some estate agents outside of Havering that have landlords who take housing benefit.

Adam Kennedy	0208 804 1874	207 Hertford Road Edmonton
Alpha Property Services	0203 376 1849	307 East Street SE17
Eden Estates	0208 316 0001	62 Plumstead High Street
Goodwin ellis	0208 855 5588	124 Plumstead Common
Sathy Estates	0208 961 9613	220 High Street Harlsden
Dream Moves	0208 889 0899	82 Middleton Road N22
On The House	0208 771 1177	21 Church Road SE19
Bexletts	0208 301 3445	137 Broadway Bexleyheath
DSS London	0208 697 3100	195a Bromley Road
Dexters	0203 597 5890	28 Abbeville Road Clapham
Foss James	0208 984 0066	761 Becontree Avenue Dagenham
Globe Estates	0207 729 2122	479 Bethnal Green Road
Lets Let London	0203 597 3966	148 Mitcham Road Tooting
Maritime Properties	0208 858 0990	145 Trafalgar Road Greenwich
Team East Barnet	0208 440 6449	10 Church Hill Road East Barnet
Zeta Homes	0208 514 2232	889 Romford Road E12
Union Lettings	0208 764 6444	15/26 London Road SW16
1 <sup>st</sup> Choice	0207 737 4151	96 Coldharbour Lane Camberwell



The Citizens Advice Bureau Service offers free, independent and confidential advice. It started out in 1939 as an emergency service, and has since evolved into a professional national agency. The CAB gives advice and helps solve problems, including debt and consumer issues, benefits, housing, legal matters, employment, and immigration. Advisers can help fill out forms, write letters, negotiate with creditors and represent clients at court or tribunal.

### **Hornchurch Citizens Advice Bureau**

59A Billet Lane, HORNCHURCH, Essex, RM11 1AX

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 - 14.00	At Hornchurch Library, 44 North Street, Hornchurch, RM11 1TB, next to fire station
Tue: 10.00 - 14.00	At Hornchurch Library, 44 North Street, Hornchurch, RM11 1TB, next to fire station
Wed:	CLOSED
Thu: 10.00 - 14.00	At Hornchurch Library, 44 North Street, Hornchurch, RM11 1TB, next to fire station
Fri:	CLOSED

### **Romford Citizens Advice Bureau**

7-9 Victoria Road, ROMFORD, Essex, RM1 2JT

Web site: [www.haveringcab.org.uk](http://www.haveringcab.org.uk)

There is NO open door advice provided from the Victoria Road address. Clients can only access the Victoria Road address with a previously made appointment.

Open door advice sessions in Romford are conducted at the Public Advice and Service Centre, in the Liberty shopping centre in the town centre along the alleyway between NEXT and H&M.

Mon: 10.00 - 14.00	Open door advice sessions at the PASC, Liberty Shopping Centre, alley between NEXT and H&M.
Tue: 10.00 - 14.00	Open door advice sessions at the PASC, Liberty Shopping Centre, alley between NEXT and H&M.
Wed:	Open door advice sessions at the PASC, Liberty Shopping Centre, alley between NEXT and H&M.
Thu: 10.00 - 14.00	Open door advice sessions at the PASC, Liberty Shopping Centre, alley between NEXT and H&M.
Fri: 10.00 - 14.00	Open door advice sessions at the PASC, Liberty Shopping Centre, alley between NEXT and H&M.
Saturday & Sunday	CLOSED

## **Other agencies that give advice and support**

If you have not already done so you should contact Harrow Housing Office to see if they have a responsibility to provide you with housing or any other support. For more detailed information, visit [www.havering.gov.uk](http://www.havering.gov.uk)

### **Homelessness - advice and support from Havering Council**

Havering's Housing Advice & Homelessness Team, situated in the Public Advice and Service Centre, Liberty Shopping Centre, Romford, aims to help members of the public deal with a range of housing related problems. As well as Housing Advice, staff also advise and assist with cases of homelessness and threatened homelessness.

#### **Housing Advice**

The Housing Advice Team offers fixed Housing Advice appointments and has a team of advisers who offer confidential advice. Advice is available on :-

Private rented accommodation

Letting agents

Council housing - Choice Based Lettings

Direct Access Hostels

Rent or mortgage arrears

Landlord/tenant problems

Shared ownership

Domestic Violence Refuge Accommodation

Housing options

The service is free and is available to anyone in Havering whether they are a council tenant, private tenant, homeowner or private landlord.

To book an appointment call the Housing Advice Team on 01708 432824, appointments can also be made in person by calling in at the Public Advice and Service Centre.

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### **What happens if I am homeless or facing Homelessness?**

If you are homeless or facing homelessness a Homelessness Officer will talk to you about your circumstances.

The Homelessness Officer will: Ask you a number of questions about your marital status, children, employment, financial circumstances and residential status in the UK

Ask you for documentation that relates to your homelessness or the accommodation that you are losing, such as tenancy agreement, letter of exclusion, eviction notice from landlord

Discuss with you whether there is a possibility for you to stay in or return to your home

Look at the different housing options that may be available to you.

### **What do I do if I am homeless or facing homelessness?**

If you are homeless or faced with the threat of homelessness you should contact the Housing Advice and Homelessness Team for an appointment. To book an appointment call the team on 01708 432824 Appointments can also be made in person by calling in at the Public Advice and Service Centre.

The Housing Advice Team can be very busy and as a result operate an appointment system. Personal callers without appointments will be seen in order of priority, as this may entail a lengthy wait it is always advisable to book an appointment by telephone if possible.

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.

### **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.

### **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 can not afford the deposit for private rented accommodation – have to be over 25 years old.

### **Open Door Meal**

Name of Project Open Door Meal

Region London

Description 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.

Client Age Group All ages

Opening Hours 7:00pm to 9:00pm alternate Thursdays

Address St James the Less Church  
Thorndike Street (off Moreton Street)  
Pimlico, Westminster, London, SW1V 2PS

Telephone 020 7630 6282

Website <http://ccgi.stjamestheless.plus.com>

**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

**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](http://www.stgilestrust.org.uk)



### **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.

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.

## 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**

Tel: 020 7262 3818

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

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

Any age – working or studying around City of London

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

Tel: 020 8595 8672

Information: Hostel for men and women 18 - 25

**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

**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

**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.

### **Church Army**

Day center for homeless women  
Address: 1-5 Cosway Street, London, NW1 5NR  
Tel: 020 7262 3818  
Until 12noon open for rough sleepers only.

### **London Irish Centre**

Offer advice and assistance with various issues including benefits.  
Address: 50-52 Camden Square, London, NW1 9XB  
Tel: 020 7916 2222

### **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

### **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.

### **The Spires Centre**

For Homeless and Disadvantaged People  
Address: 8 Tooting Bec Gardens, London, SW16 1RB  
Tel: 020 8696 0943

### **Deptford Reach**

Anyone over 16 who is vulnerable, disadvantaged, socially isolated, elderly excluded, homeless  
Address: Speedwell Street, London, SE8 4AT  
Tel: 020 8692 6548

### **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

### **Broadway Day Centre**

Provide a range of services from street to home for vulnerable individuals when they need it.  
Address: Broadway Centre, Off Goldhawk Road, Shepherds Bush, London, W12 8EZ  
Tel: 020 8735 5810

### **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

### **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

### **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

### **Wayside Hostel**

For women aged between 16 - 35  
42 Croydon Road, Reigate, Surrey, RH2 0PQ  
Tel: 01737 248304

## **Homelessness & Housing charities/organisations and agencies**

**Shelter** – [England.shelter.org.uk](http://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](http://www.thamesreach.org.uk)

An agency for homeless people in London.

**CRASH** – [www.crash.org.uk](http://www.crash.org.uk)

The UK construction industry Charity for helping homeless people

**National Homeless Alliance** - [www.home-all.org](http://www.home-all.org)

This organisation works with over 100 organisations in helping homeless people by providing them with information, advice and research.

**St Mungos** – [www.stmungos.org.uk](http://www.stmungos.org.uk)

A homelessness organisation with an abundance of links to 1000's of organisations, facts, services and info about their project.

**Federation of black housing organisations (FBHO)** [www.fbho.org.uk](http://www.fbho.org.uk)

Telephone 020 7388 1560, 137 Euston Road, London, NW1 2AA.

Building a vibrant & dynamic black and minority ethnic social housing.

**Housing mobility and exchange services (HOMES)** [www.homes.org.uk](http://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. You can also find basic information and advice about criminal records and disclosures on the Direct.Gov 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

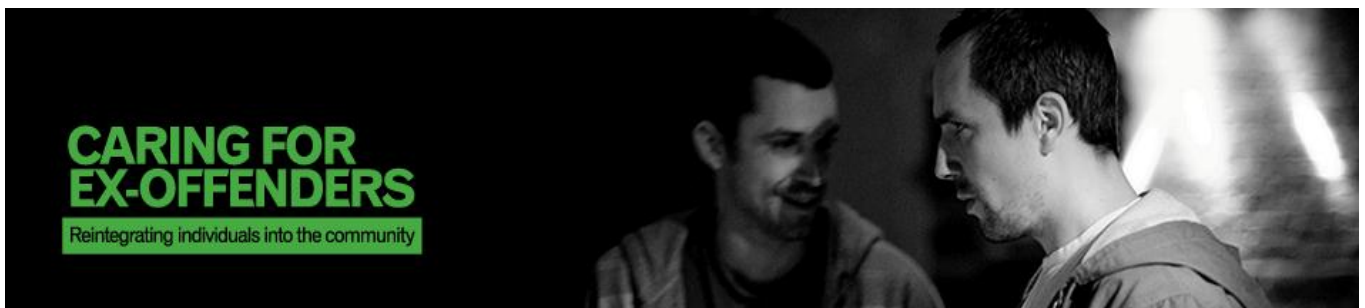
**Address** Camden  
London

**Telephone** 020 7837 0970

**Fax** 020 7713 8034

**Main Contact** Becky Green

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



### 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](mailto: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](http://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](http://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](http://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](http://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](http://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](http://www.cab.uk.net) - can also assist vulnerable people to return home. Routes Home website – [www.routeshome.org.uk](http://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**

**Support, hostels and housing projects in Havering ( see also list of emergency accommodation on page 23 - 27).**

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.



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**Havering Offender Service**

**Havering - Floating Support**

Havering Offenders Service aims to enable offenders, and those at risk of offending, to secure and remain in accommodation and reintegrate into the local community.

**Havering Offenders Service Aims**

HOS works within a harm minimisation framework and a recovery and strengths model. The service also aims to:

- Assist clients to access and sustain education, training and employment opportunities.
- Facilitate access to appropriate specialist services, such as drug treatment or mental health services
- Stabilise and reduce risky and harmful behaviour
- Ensure that clients have access to primary healthcare services
- Develop clients practical living skills
- Assist in accessing welfare benefits entitlements, including housing benefit.

**Havering Offenders Service Referral Criteria**

This service is for:

- Offenders or people at risk of offending
- Havering residents - either living in the community (in any tenure including of no fixed abode) or in custody.
- People aged 18 or above.
- People who don't have primary support needs based on their ability to sustain independent living

Referrals into the accommodation-based service will be considered on a case-by-case basis. Priority will be given to clients who are assessed as being able to move on into permanent accommodation within 6- 12 months.

Referral to the service can be made through any agency in Havering or on a self-referral basis. Likely sources of referrals are:

- Drug and alcohol workers in treatment services.
- Community mental health teams
- Probation officers or DIP workers.
- Homes in Havering advice workers.
- Community safety teams.
- The police service.

Referrals to the accommodation service must be made on an SHP referral form. Referrals to the other services can be made on an SHP or existing agency paperwork, such as OASys, NTA or triage forms.

Self-referrals can be made by telephone or at SHP surgeries run at the probation service. It is advisable to contact the service prior to making a referral in order to ensure the service can meet the needs of the potential referral.

### **Havering Offenders Service Delivery**

The service comprises three distinct elements:

- **Accommodation-based service:** providing housing support on a transitional basis to clients living in five self-contained flats
- **Floating support:** for vulnerable people in the borough, including those preparing to move into or out of the above five flats
- **Housing advice and signposting:** structured housing related support is not considered appropriate.

### **More about Havering Offenders Service**

As part of its overall aim to help client maintain their tenancies, licenses or orders and live independently and inclusively in the community, staff support clients by:

- Addressing the housing support needs of offenders, and those who are at risk of offending or re-offending, on release from prison, or inappropriately housed in the community.
- Providing tailored support to each service user on an individual basis in order to maximise their chances of integration into the community and minimise their chances of offending
- Encouraging offenders to uphold the conditions of their licence or order
- Participating in and promoting interagency working
- Delivering the service in a flexible manner which takes into account clients' racial and cultural backgrounds and respects individual dignity and privacy
- Responding to the changing needs of individual clients
- Forming an intervention component of a multi-agency brokerage approach as outlined in the NOMS offender management model
- Encouraging independence by building the confidence and self esteem of clients





Stonham – Home Group

### **Stonham - North East London**

#### **Referral address**

c/o Octavia House  
50 Banner Street  
London, EC1Y 8ST

**Phone:** 020 8521 6864 **Website:** [www.stonham.org.uk](http://www.stonham.org.uk)

#### **Who the project is for:**

Single low risk ex-offenders who are homeless/in insecure housing, with links to the 5 London Probation Board (North East Area) boroughs, and low to medium support needs. Can also accept ex-offenders with drug or alcohol problems. Will not accept: Those who would pose a risk to staff or other residents.

#### **Referral agencies:**

Only accept direct referrals from Probation offices. **Applicants can be considered from any London borough.**

#### **Referral procedure:**

Must be on some form of statutory order at time of referral. Waiting list of several months.

#### **Staffing and support :**

4 staff based at central office, emergency on-call system. Weekly keywork sessions to discuss areas of concern and access services such as counselling, drug or alcohol projects. Support plans agreed with resident and Probation, and reviewed every 3 months. Intensive housing management including advice and assistance with benefits, training, education, employment, budgeting and life skills.

#### **Access to move-on:**

All residents offered practical and personal support in preparing for independent living. Outreach visits if required for up to 3 months after the move. Have local authority nominations.

#### **Accommodation:**

16 in 1-bed and 2-bed flats.

### **Refugee and Migrant Forum of East London**

Address: Suite 22, Gnd Flr, Cardinal Heenan Centre, 326 High Road, Ilford, Essex, IG1 1QP

Phone: 020 8478 4513 - Fax: 020 8514 0540

Email: [info@ramfel.org.uk](mailto:info@ramfel.org.uk) - Website: [www.ramfel.org.uk](http://www.ramfel.org.uk)

Advice and support for refugees, asylum seekers and migrants. Advice, information and casework on a range of issues, including immigration, benefits, housing, children and young people, education. Health advocacy by appointment. ESOL classes. Food parcels for people with no access to benefits or support. Support for refugee community groups. Advice for women affected by domestic violence.

Area served - London Boroughs of Redbridge, Waltham Forest, Barking & Dagenham, **Havering**, Newham, Tower Hamlets.

## **Romford YMCA**

**Address** 29 Rush Green Road, Romford, RM7 0PH

**Phone** 01708 766211 ext 281 - **Fax** 01708 754211

**Email** [housing@romfordymca.org](mailto:housing@romfordymca.org)

**Website** [www.romfordymca.org](http://www.romfordymca.org)

**Who the Project is for** - Priority to single homeless people aged 18-35 who are in receipt of benefits or working. No local connection needed. Can accept ex-offenders.

**Will Not Accept** Category 1 sex offenders and those with convictions for arson or serious violent offences.

### **Referral Agencies**

Contact the Housing department on 01708 766211 or Probation referrals via Romford Probation Service.

### **Referral Procedure**

Phone, call in 9am-4pm or write. Application form completed by prospective resident. Interview Require 2 written references, 2 proofs of ID and proof of income.

### **Waiting List**

Operate a waiting list.

### **Vacancies**

Weekly.

### **Length of Stay**

**Minimum:** 1 night

**Maximum:** - **Average:** 2.5 years

### **Support Services**

10 full time staff available 8am-10pm, night security staff. All residents offered personal support and advice on benefits, life skills, move-on options and a programme of group work. Unemployed residents encouraged to work through a personal action plan to help them find employment and/or training. Weekly job club. Support and courses provided in conjunction with Havering College.

### **Access to Move-on**

Resettlement worker provides advice and assistance to all residents seeking move-on accommodation. Have 22 self contained bedsits which residents may move-on to.

### **Total Spaces**

148 One floor is women only. Plus 22 move-on bedsits.

£27.28pw required from residents in receipt of benefits.