

Stevenage Borough Council

Homeless Fact Sheet

In an emergency the
Out of Hours number is
01438 314 963

The hours are:
Weekdays 6pm – 8am
and Weekends.

Are you threatened with being made homeless?

We can offer advice on benefits, your rights and speak to your landlord.

Are you homeless now or could be made homeless in the next 8 weeks?

We could offer further advice and assistance.



You should make an appointment to speak to a housing options officer if you are homeless or risk of becoming homeless. To make an appointment, please call **01438 242 242** or make contact online.

Assistance can be offered if:

- 1 You are **legally homeless**
- 2 You are **eligible** under immigration law
- 3 You are **in priority need** – have children under 18 or pregnant, fire/flood or otherwise 'vulnerable'
- 4 It's **not your fault** that you're homeless – you have not made yourself intentionally homeless.
- 5 You have a **local connection** – this differs to the housing register local connection

To confirm the above, you will need to provide personal information and a number of documents. This will be investigated by your case worker for a minimum of 8 weeks.

If you are eligible, you will receive a **Personal Housing Plan (PHP)**. Your PHP is a plan to help you to secure accommodation for at least the next six months. You will be expected to supply information as requested by your case worker, search for affordable rent, get benefit and debt advice or apply for the housing register, if eligible.

If you are concerned about someone you believe to be homeless or sleeping rough, please advise them to go to our Customer Service Centre on Danestrete or to call **01438 242242**.

If we have a duty to help you under the law, we may:

- Help you find your **own home – this can be accommodation in the private sector**. We may be able to assist with securing a loan for your first month's rent and deposit. You will need to pass certain criteria to receive this.
- **Refer** your case to another council for help.

Your case worker will give you details about the type of help you may be offered.

We may stop helping if:

- you **do not stick to your personal housing plan**
- you are **not in regular contact** with your case worker
- you **refuse a suitable housing offer**. You will only receive **one offer of accommodation**. If you are thinking of refusing an offer, please discuss with your case worker urgently.

Right to Review

If you are unhappy with our final decision, you can ask for a review. This will need to be within 21 days of the original decision. If you have a complaint about any part of the Housing Service, you should contact your case worker or make a complaint online.