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# The Housing Options Service

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Housing Options Team  
Rutland County Council  
Catmose  
Oakham  
Rutland  
LE15 6HP

Tel No: 01572 722 577

Email: [housingoptions@rutland.gcsx.gov.uk](mailto:housingoptions@rutland.gcsx.gov.uk)

Website: [www.rutland.gov.uk](http://www.rutland.gov.uk)



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## Rutland County Council

Catmose, Oakham, Rutland, LE15 6HP

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Notes

## Preventing Homelessness

If you are threatened with homelessness, you are expected to make every effort to resolve your housing difficulties. The Council has limited housing resources and most people who become homeless are not entitled to the highest priority for rehousing.

If you need advice about your situation, contact us as soon as possible and definitely before leaving your present home. We will look at your individual situation and how to prevent you becoming homeless through a range of schemes.

**Tenancy Advice:** If you have been served with a notice on your tenancy, we may be able to negotiate with your landlord to allow you to stay in your home permanently, or long enough for you to find other housing. If your landlord tries to evict you without having served the correct form of notice, we can refer you to Rutland Citizens Advice Bureau for advice. If your landlord tries to evict you illegally, we can refer you to the Council's Environmental Services Team, who can take legal action against landlords who break the law.

If you have found alternative housing but have to leave your old tenancy before your new home is ready, we can negotiate with your landlord on your behalf.

**Home Visits:** If you live with a family member or friend and they have asked you to leave, we will visit or speak to the person you live with to find out whether they are able to let you stay. If you live in another person's home, you are expected to keep to reasonable house rules that they may set.

## Notes

**Rent Arrears:** You are expected to treat the payment of your rent as a high priority, to ensure that your home is not placed at risk. If your income drops, this may mean that you have to reduce spending on other things.

You are expected to claim any benefits, including Housing Benefit, when you are entitled to do so. It is important that you do not delay making a claim and that you provide all the information required to ensure that you receive the maximum benefit you are entitled to.

If you are threatened with homelessness because of rent arrears, we can refer you to Rutland Citizens Advice Bureau for money advice. They will ensure you get the benefits you are entitled to and negotiate with your creditors and your landlord to reach payment agreements you can afford.

**Mediation:** Mediation can help if you are threatened with homelessness because of a dispute with another person. An independent person will speak with both of you and the other party to work out a solution to the situation that you both agree on.

**Mortgage Arrears:** As with rent arrears, you must treat the payment of your mortgage as a high priority and make sure that you can afford to repay any mortgages you take out. If your income drops, this may mean that you have to reduce spending on other things.

Contact us as soon as possible if you are having difficulty paying your mortgage. We can refer you to Rutland Citizens Advice Bureau for advice on claiming any benefits you are entitled to and for advice on managing your money. The CAB can also negotiate with creditors (including your mortgage lender) on your behalf to reach repayment agreements that you can afford.

**Housing Association Housing:** We will make sure that you are on the Council's housing register and that the information we hold about you is

