

Other Questions

If you have any other questions, write them down here and ask us when you come in to see us.

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

Tel No: 01572 722 577
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Homelessness Service

Rutland County Council

Catmose, Oakham, Rutland, LE15 6HP
Tel: 01572 722 577



The Homelessness Service

Preventing Homelessness

If you are about to become homeless, we expect you to take every reasonable step to find alternative housing for you and your family. Details of help we can provide to prevent you becoming homeless are set out in the ***Housing Options Service*** leaflet.

The Council is only able to offer housing to a minority of people who make a homeless application, so it is very important that you continue to look for housing after you have made a homelessness application.

There are a range of letting agents in Oakham and Uppingham who deal with rented housing. If we accept a duty to provide you with housing, it is unlikely that you will get the location or property type that you would ideally choose.

The following may also be useful to help you in your search:

Rent Deposit Scheme: If you are moving from one rented property to another, or if you have some savings, you are expected to use these to pay the deposit on a rented property. However, if you are moving into rented housing for the first time, or if your circumstances mean that you cannot afford the deposit, The Rent Deposit Scheme may be able to help you access private rented housing.

You will need to find a property in the private sector that you can afford to rent, and that the landlord is prepared to rent to you. The Rent Deposit Scheme can help by providing a loan for either part or all of the deposit,

If you are offered housing by the Council because you are homeless, you can appeal against the suitability of the offer. Again, details of how to do this are given in the offer letter.

If you wish to appeal against a decision we have made, you are strongly advised to contact Rutland Citizens Advice Bureau, who can provide you with independent advice and help you get your case together.

All appeals are dealt with by a Senior officer of Rutland County Council who is not involved with the original decision making.

Other Help

Useful contacts that you might find of assistance are:

- Rutland Citizens Advice Bureau 0845 1203 705
- Rutland CC Housing Benefit Team 01572 722577
- Rutland CC Council Tax Team 01572 722577
- Oakham Police 0116 222 2222
- Women's Aid Outreach Service 0116 242 6440
- Shelter National Helpline 0808 800 4444
- Jules One Stop 01572 756655

- Getting support after you are moved to settled accommodation

The Decision on Your Application

When we have decided what help you are entitled to, we will write to you and let you know.

We will provide advice to everyone who applies for assistance as a homeless person.

If you are eligible for housing, and homeless or threatened with homelessness within 28 days, and in priority need, and unintentionally homeless, the Council will ensure you have accommodation until you can find settled housing. If you do not have a local connection with Rutland, we may refer you to another local authority for housing. Otherwise, we will try to find you housing in Rutland. This may be a private landlord, or with one of our partner housing associations that own social housing in Rutland.

If you are offered a housing association property because you are homeless, we will try to ensure it is suitable in terms of location and facilities. However, our priority is to re-house you quickly and the housing offered may not meet all your expectations. If you refuse a reasonable offer of housing, your application will lose the extra priority you received as a result of being a homeless person.

Appeals

If you do not agree with the decision that the Council makes on your homelessness application, you have the right to appeal against the decision. Information on this is given in the letter advising you of our decision.

that you pay back to us over a period of time. Ask us for more information.

Money Advice: If you are struggling with money, we can refer you to Rutland Citizens Advice Bureau for money advice. They will ensure that you are getting all the benefits that you are entitled to, and can also negotiate with creditors on your behalf.

Negotiation with your Landlord: If you have found alternative housing for yourself but have to leave your old home before you can sign your new tenancy, we may be able to negotiate with your landlord to allow you to stay in your old property a short while longer. Please note that this is not always possible, and, if you are allowed to stay, you will have to continue to pay rent.

Making a Homelessness Application

Once you will become homeless within 28 days, we will make an appointment for you to see a Housing Options Officer to make a homelessness application. The Council has a legal duty to ensure that some people are provided with housing until they can find 'settled accommodation'.

We will assess your situation and look at:

Eligibility: Some people from abroad are not entitled to help as a homeless person, whereas most UK citizens are. Legislation on this is complicated and changes frequently, so ask us for more details.

Homeless or Threatened with Homelessness: We will need to be satisfied that you do not have access to housing, or are about to lose your housing.

Priority Need: People are in priority need if they would be more vulnerable than the average person, should they become homeless. Applicants with dependent children or a pregnant woman in their household, or aged under 18, are considered to be in priority need. People who are vulnerable because of old age or a disability, or because they are fleeing violence, or who are vulnerable for some other reason, may also be in priority need.

Intentionally Homeless: People who are homeless as a result of something they did or failed to do, may be found to be intentionally homeless. You are expected to take reasonable steps to make sure that you have housing.

Local Connection: People who do not have a local connection to Rutland, may be referred back to an area where they have a local connection, unless this would result in them being at risk of violence.

It usually takes us around 15 working days from the date you see the Housing Options Officer for us to assess what help you are entitled to as a homeless person.

Temporary Accommodation

We will provide you with temporary accommodation while we assess your case if:

- We think that you are likely to be in priority need, and
- You have no accommodation available to you

This may be in the Council's own temporary accommodation (either self-contained accommodation, or housing with shared facilities), or in B&B accommodation.

We will discuss this with you beforehand, and try to place you in accommodation that is most suitable to you. Please remember, however, that spaces are sometimes limited.

We will also help you explore other temporary options. For example, you may be able to stay with a family member or friend for one or two weeks until we assess your case.

Other help in Temporary Accommodation

If you are provided with temporary accommodation by the Council, we understand that it can be a very stressful time.

You will be allocated a Homelessness Support Officer who will meet with you regularly and try to make your time in temporary accommodation as easy as possible. He or she can help with

- Advice on your homelessness application
- Claiming benefits and budgeting
- Liaison with your employer and your children's schools
- Staying in touch with your family and friends
- Finding a permanent home and arranging the move
- Arranging specialist support for domestic violence
- Getting access to drug and alcohol support agencies