

have a duty to accommodate you will receive a letter which explains why.

If you do not agree with the decision you have a right to request a review. A housing manager will reconsider your case. We strongly advise you to seek advice from the CAB, Shelter or a solicitor.

Temporary accommodation

If you have nowhere to stay the Council may initially place you in temporary accommodation. This might be a hostel or refuge, a council property anywhere in the Borough, or a privately rented property.



If you are in temporary accommodation and the Council finds that it does not have a duty to accommodate you then you will be asked to leave. Housing

officers will advise you on how to find alternative housing yourself. You can still apply for housing through the housing register.

The Council may offer you a permanent home through the housing register when a suitable property is available in your chosen area. Or it may nominate you to a housing association or offer you private rented accommodation.

Where to go for help

Gedling Borough Council Housing Department

Advice on housing problems and homeless applications.

0115 901 3660 or 0115 901 3662

Gedling Borough Council Housing Benefit Department

Paid to people on low incomes without large savings. Staff help you make a claim or sort out problems.

0115 901 3970

Citizen's Advice Bureau

Regular surgeries in Arnold, Carlton, Calverton and Netherfield.

08701 264 093

Shelter

Advice on all housing issues.

0115 911 0990

Help on homelessness



This leaflet is available in larger print, on tape and in other languages.

Please call 0115 901 3681



GEDLING
BOROUGH COUNCIL

Help on homelessness

This leaflet is a general guide about help if you are homeless or might lose your home. It is very important that you seek help and advice as soon as you realise there might be a problem.

You can get help and advice if you are homeless or if you are a council tenant, a housing association tenant, a private sector tenant, an owner occupier or living with family or friends. **We will work with you to help you keep your home if at all possible.**



The law

If you are homeless or might lose your home the council has legal duties.

There is a duty to provide advice and assistance to everyone. The council must help you to stay in your current home if possible or advise you on how to find housing yourself.

The Council has a duty to provide accommodation for some people. The Council will check that you are:

- homeless or threatened with homelessness within the next 28 days; and**
- eligible for assistance; and**
- in priority need; and**
- not intentionally homeless; and**
- have a local connection.**

There are legal definitions for each of these points.

A housing officer will investigate to see if you have a right to be provided with accommodation by the Council. If the council does not have a duty to accommodate you then they will advise you on how to find housing yourself.

Applying to the council as homeless

To apply to the council as homeless you need to contact the Housing Department and make an appointment to see a housing officer. If it is an emergency you will be seen the same day. Otherwise you will be seen as soon as possible.

Normally you will be asked to come to the Civic Centre for an interview, but home visits can be arranged in exceptional circumstances.

In the interview you will be asked about your housing situation and your personal circumstances.

You will need to provide evidence to prove what you are saying. Bring as much evidence as you can. For example:

- Tenancy agreement**
- Rent book**
- Proof of income (wage slips or benefit books)**
- Child benefit book**
- Housing benefit letters**
- Letters from your landlord or mortgage company**
- Letters from health workers or social workers which explain why you need special support**
- Notice to quit, court order or bailiffs warrant.**

You will need to provide details of all the addresses you have lived at in the past five years.

You must be honest as the Council does investigate all claims. You may be prosecuted for fraud if we find you have made a false claim, lied or withheld information.

The Council will try to make a decision about your homeless application within 33 days. You will receive this decision in writing. If the Council decides it does not