

Myth busting about Housing Authorities

- Unfortunately Housing Authorities do not have a duty to offer accommodation to everyone.
- If Housing Authorities do not have a duty to help you but you have children, you will be referred to Children's Services for an assessment.
- If Housing Authorities do agree to help you this may be with private rented accommodation or social housing.



Useful Support Numbers

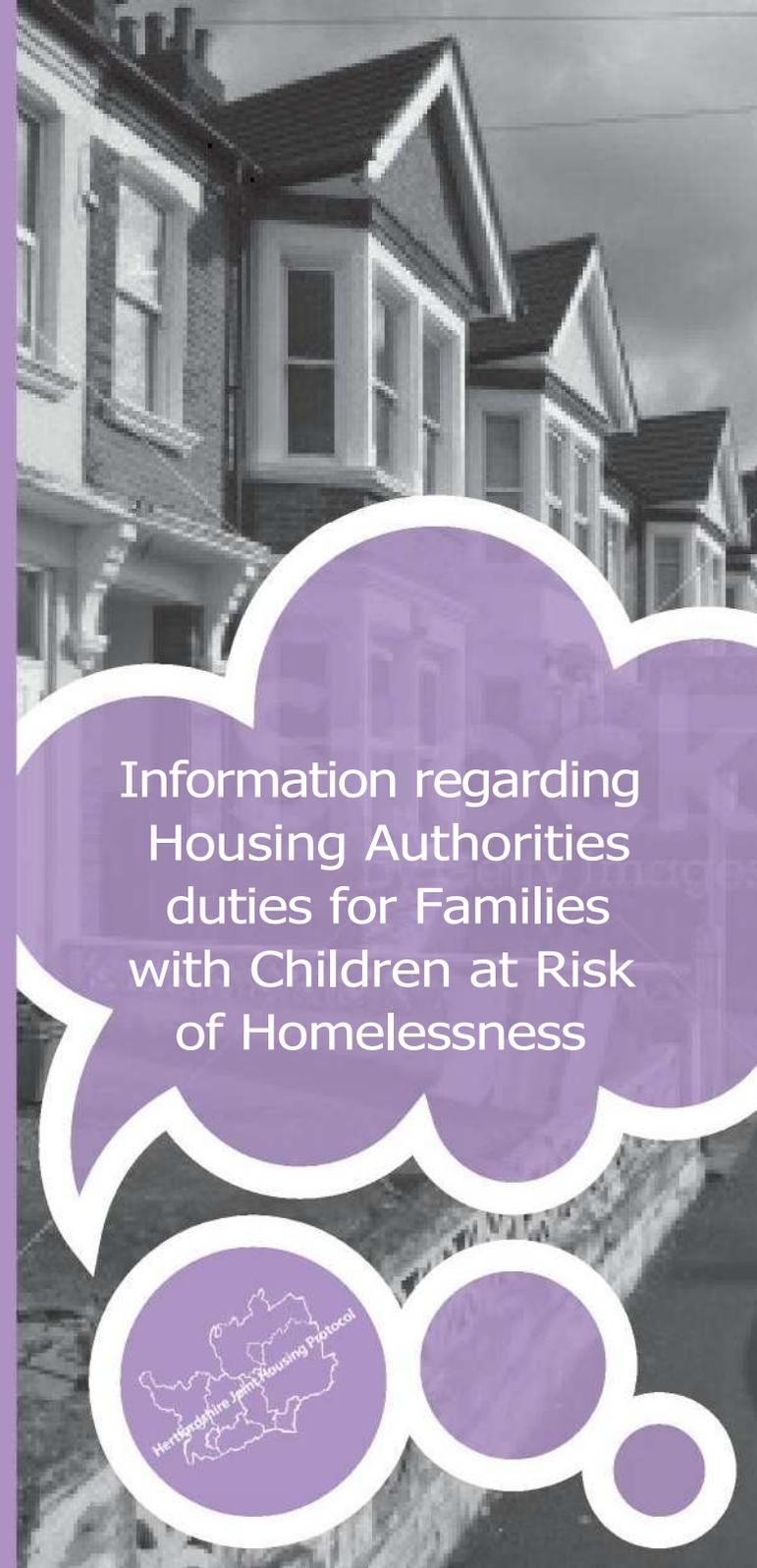
Thriving Families
Accessed through
Customer Services
0300 123 4043

Citizens
Advice Bureau
03444 111444

Crisis
0844 251 0111

Shelter
0808 800 4444
or 020 7505 2000
www.shelter.org.uk

Information regarding
Housing Authorities
duties for Families
with Children at Risk
of Homelessness





Housing Authorities have a duty to offer advice and assistance to anyone that needs it but also assess applicants who are at risk of homelessness in accordance with the law.

What do Housing Authorities need to know to complete an investigation?

Unfortunately making a homeless application may be an intrusive process so Housing Authorities will need to know the following information and will ask for evidence to support it:

- Your current financial circumstances, including any income from employment, benefits, family and friends and your outgoings.
- How your current circumstances arose, and how you have met your housing need in the past.
- Details of your children and what agencies and networks are supporting your family at this time.
- Details of your landlord/relatives you are staying with.
- Proof of your identity/eligibility and all those that are in your household.

Housing Authorities will ask for your consent to gather information from other agencies and support networks.

What can Housing Authorities do to assist?

- Housing Authorities will try to prevent your homelessness if possible.
- Housing Authorities will offer you advice on your situation and tell you about the options available to you.
- If you decide to make a homeless application Housing Authorities will carry out an investigation and issue a decision in accordance with the law.

Depending on the outcome of this investigation, other services may be offered to you and your family.

