



East Cambridgeshire District Council

HOMELESSNESS

What you need to do.

Large Print, CD
and other formats
are available on
request

If you need this leaflet to be translated in your language,
please contact us on: 01353 665555

Polish Jeżeli potrzebują Państwo tę ulotkę w języku polskim,
prosimy o kontakt pod numerem
01353 665555

Portuguese Se você precisa este folheto a ser traduzida na sua língua,
por favor entre em contato conosco
01353 665555

Romanian Dacă aveți nevoie de acest prospect pentru a fi tradus
în limba dumneavoastră, vă rugăm să ne contactați pe:
01353 665555

Lithuanian Jei jums reikia ši lapelį išversti į savo kalbą, prašome
susisiekti su mumis: 01353 665555

Russian Если вам нужна эта брошюра для перевода на ваш
язык, пожалуйста, свяжитесь с нами по: 01353
665555

The aim of this guide is to give people who are homeless or threatened with homelessness a basic understanding of the law and the way East Cambridgeshire District Council can help

Legislation

All people who are homeless or are threatened with homelessness are assessed under the Housing Act 1996. East Cambridgeshire District Council has a statutory duty to assist homeless people. For those the Council does not have a duty to provide accommodation for, we still have a duty to provide with advice and assistance.

Process

The primary aim of the team is to prevent you from becoming homeless. If you think you are likely to be made homeless, we advise you to make early contact with us. You will have the opportunity to tell us everything about your circumstances and your housing needs. We will try to resolve problems relating to landlords, benefits, mortgages, family, friends or court orders and we will look at options you may have.

A caseworker will initially interview you to get all of the facts of your situation before exploring a wide range of options to help you work through your housing option problems.

Are you eligible for assistance?

The Council can only provide accommodation for you if you are eligible for assistance. The term “eligible” is usually related to your status here in the United Kingdom. It means you are not subject to immigration control (Asylum and Immigration Act

1999). The law in this area is complicated and you should ask for advice.

If the Council decides that you are not eligible for assistance, your application will end and you will be given a decision in writing that advises where you can go for help.

Are you homeless or threatened with homelessness?

The law says someone is homeless if:

- “They have no accommodation anywhere in the world that is legally available for them to live in”.
- You can be considered to be homeless if you cannot live in your house because of flood, fire or other disaster.
- You have a home but it is unreasonable for you to continue to live there.
- You have less than 56 days remaining in your existing accommodation.
- Your home is a moveable structure (boat, caravan etc) and you have nowhere to put it legally.
- You have a home but you or a member of your family would be at risk of violence if you continue to live there.

If you are not considered to be homeless or threatened with homeless the enquiries into your application will end.

Are you intentionally homeless?

You are deemed intentionally homeless if you deliberately do or fail to do something which causes you to lose your home, which otherwise would have been available and reasonable for you to have continued living in.

The most common examples of people being made intentionally homeless are:

- Refusing to pay rent when there was enough income coming into the home.
- Breaching your tenancy conditions for which the landlord successfully obtains possession.
- Selling or giving up property that was available, suitable, and affordable to have continued occupying without satisfactory reasons.
- Being evicted for anti-social behaviour caused by you, a member of your household or anyone visiting you.

If you find to be intentionally homeless, the Council's duty to provide temporary accommodation will end.

However the Council will continue to provide temporary accommodation for a reasonable period of time.

What other legislations or guidance the officer must follow when assessing an application?

The investigation process into a homeless application is not a simple one. There are many pieces of legislation that impact on the homeless investigation process, including:

- Housing Act 1996 Part VII as amended.
- Homeless Code and Guidance
- Housing Act 1985, 1988, 1996
- Protection from Eviction 1977
- Family Law Act
- Children's Act 1989
- Immigration and Asylum Act

- Case Law
- Mental Health Act
- Human Rights Act
- East Cambridgeshire District Council Homelessness Strategy 2015-2018
- Localism Act 2011

How to contact us

You can contact us in any of the following ways:

- *By visiting our office*
East Cambridgeshire District Council
The Grange Nutholt Lane
Ely
CB7 4EE
- *By phone*
01353 665555
- *By email*
Housingmail@eastcambs.gov.uk
- *By writing to us*
Housing Services
East Cambridgeshire District Council
The Grange Nutholt Lane
Ely
CB7 4EE

We also have a Housing Advice drop in service Monday, Tuesday and Wednesday between 8:45 to 12:00 (other interviews are appointment only)

Tenancy Support Thursday and Friday 8.45 to 12.00

Community Hubs

Ely Hub

Ely Lighthouse Centre

13 Lynn Road

Ely

CB7 4EG

Phone: 01353 662228

Every Tuesday 10am to 1pm

Littleport Hub

The Village Hall

Victoria Street

Littleport

Ely

CB6 1LX

First Thursday of every month 10am to 1pm

In emergencies

If you need to contact us outside of office hours in an emergency, please call: 07710978900

Complaint

If you need to complain, please use our separate “complaints” leaflet. You can get a copy from our office.

Advice from other sources

You may wish to take independent advice regarding your housing circumstances or on your homeless application:

Citizens Advice Bureau

70 Market Street
Ely
CB7 ALS
0344 245 1292

Shelter

88 Old Street
London
EC1V 9HU
Free housing advice helpline
0808 800 4444