

Homeless?

Unfortunately there are occasions where prevention measures are unsuccessful and you may become homeless.

Under the terms of the Housing Act 1996 as amended by the Homelessness Act 2002 Local Authorities have an obligation to provide emergency accommodation to people who may be in priority need

If you are homeless tonight you can see a housing duty officer without an appointment

We will assess whether or not you are in priority need and whether we need to provide emergency accommodation.

If we decide you are not in priority need, you will be given advice and signposted to another agency who may be able to assist you.

CONTACT US

Housing Needs

East Devon District Council

Knowle

Sidmouth

Devon,

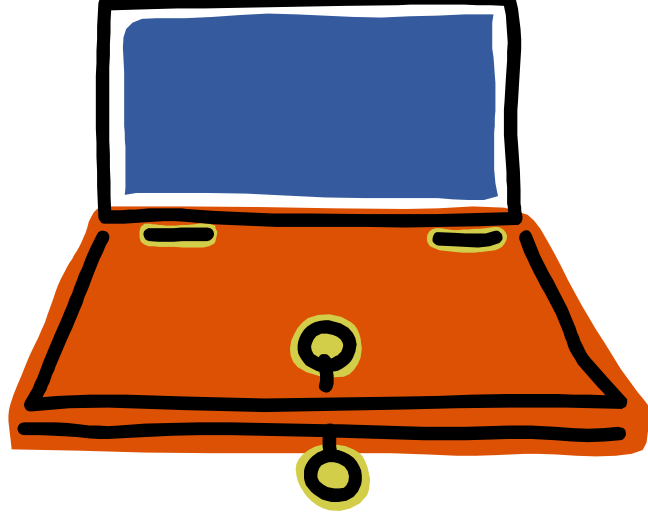
EX10 8HL

Tel: 01395 517469

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Email: housingneeds@eastdevon.gov.uk

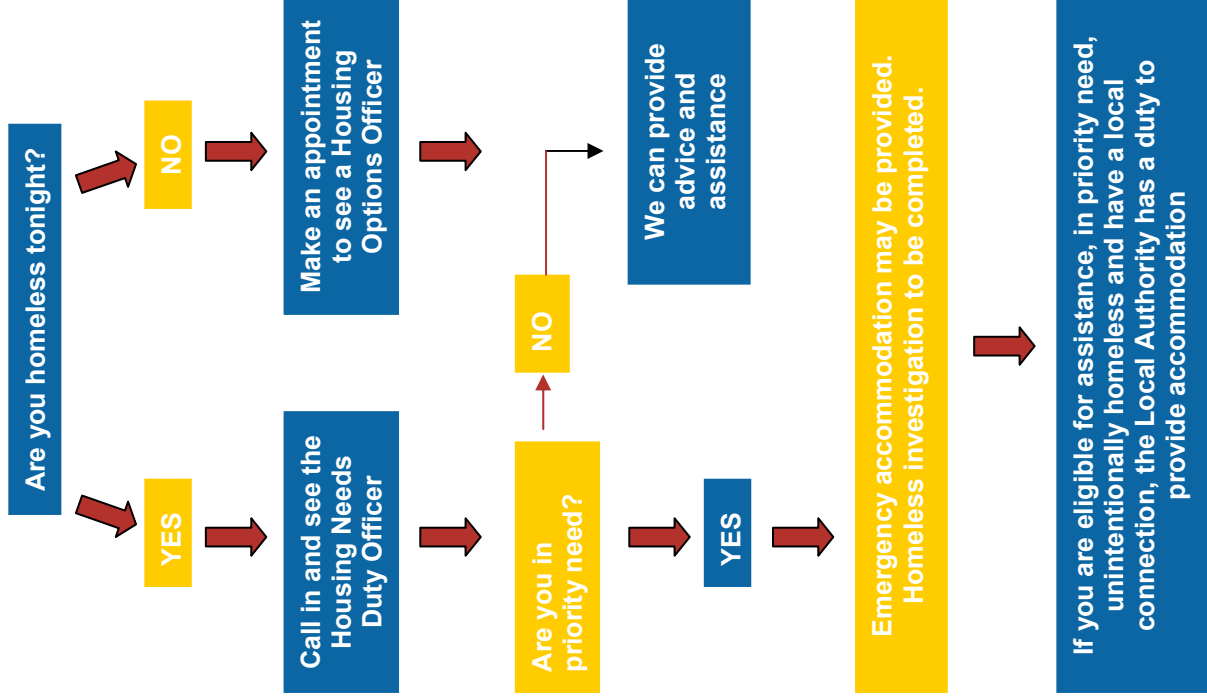
HOUSING ADVICE SERVICE



This leaflet is available in other languages or formats (eg large print or tape) upon request.

Offering free confidential housing advice to people who are homeless or threatened with homelessness

Our Advice Process



The Homelessness Legislation

This is general guidance only and you should seek advice from us if you are homeless or threatened with homelessness

Eligibility for assistance

You must be a British Citizen or a person from abroad who is eligible to receive public funds

Priority Need

You are likely to have a priority need if you:

- Are vulnerable as a result of old age;
- Are vulnerable as a result of mental or physical disability
- Have a history of institutionalisation
- Have left home because of violence or threats of violence which are likely to be carried out;
- Are an expectant mother or have children
- Are 16 or 17 years old

Intentionality

You may be intentionally homeless if you have **done** or **not done** something that led to you becoming homeless.

Local connection

You are likely to have a local connection if:

- You have been resident in East Devon for six months in the last year or three years in the last five years;
- You work in East Devon;
- Your immediate family lives in East Devon and has lived here for five years.

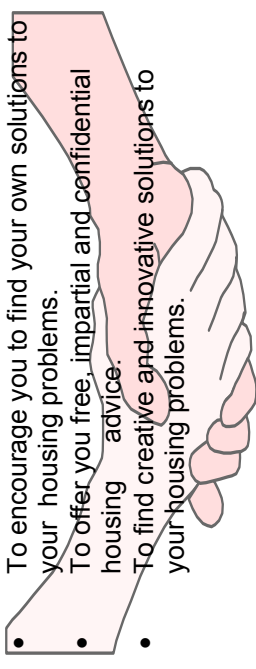
Housing Options

East Devon District Council's Housing Advice Service is open between 8.30am and 5.00pm Monday to Friday and provides advice and assistance to people who are homeless or threatened with homelessness.

We have offices at the Knowle, Sidmouth and at Exmouth Town Hall.

Aims of the Services

- To assess housing need, provide you with a range of housing options and provide good quality advice.
- Wherever possible prevent you from becoming homeless.
- To encourage you to find your own solutions to your housing problems.
- To offer you free, impartial and confidential housing advice.
- To find creative and innovative solutions to your housing problems.



Prevention

It is important that people seek advice as early as possible. This ensures that there is the maximum amount of time for you and the Council to find solutions before you actually become homeless.

Wherever possible we will do everything we can to prevent you becoming homeless. We use a range of 'prevention' measures including:

- Negotiating with your landlord to prevent evictions.
- Offering loans for rent deposits and rent in advance.
- Fast tracking Housing Benefit applications.
- Maximising your priority on the East Devon Housing Register.
- Referrals to other housing providers and support agencies.
- Joint working with Environmental Health regarding harassment and illegal eviction.
- Debt counselling
- Sanctuary Scheme
- Tenancy support (provided by agencies funded by Supporting People)