



HOUSING OPTIONS ADVICE AND ASSISTANCE

SERVICE STATEMENT



HOW WE CAN HELP YOU

The Homeless Prevention Officer will try to assist you to remain in your current home. We also provide housing advice, options and assistance for people who are in need of housing. This leaflet explains how we may be able to help you with any of the following:

■ HOUSING OPTIONS

We can check what housing is available for your housing needs.

■ TYPES OF TENANCIES

We can tell you about the different types of tenancies available.

■ ACCESSING SOCIAL HOUSING

We can help you complete application forms.

■ RENT/MORTGAGE ARREARS

We can negotiate with agencies to help you remain in your home.

■ END OF TENANCY/EVICTIONS

We can advise which type of tenancy you have and whether your landlord is acting legally.

■ **ANTI-SOCIAL BEHAVIOUR**

We can make a referral to the mediation service who may be able to reduce the conflict between neighbours or your landlord.

■ **DISREPAIR IN YOUR PROPERTY**

We can negotiate with your landlord and Environmental Health to make sure essential repairs are carried out by your landlord.

■ **ILLEGAL EVICTIONS**

We can negotiate with your landlord so that you can remain in your current home.

■ **LEAVING YOUR CURRENT HOME**

We can explain to everyone what options are available to you.

■ **PRIVATE RENTED ACCOMMODATION BENEFITS**

We can arrange an appointment with either the Housing Benefits Section or with the Citizens Advice Bureau to help you claim benefits that you are entitled to.

■ **DOMESTIC VIOLENCE**

We can refer you to the **Let Go Project**, an organisation who can provide you and your family with emotional and practical support.

■ **DEPOSIT GUARANTEE SCHEME (DiGS)**

This scheme will provide a written bond to your landlord to cover a deposit.

■ **RENT IN ADVANCE SCHEME (RiAS)**

This provides landlords with rent in advance for people who are entitled to housing benefit for private rented accommodation.

■ **FLOATING SUPPORT**


This is a free service for anyone requiring support and assistance to remain in their homes.

■ **REFERRALS TO SUPPORTED ACCOMMODATION**

For single people, referrals can be made to Pategill House, Abbots Bank, The Foyer and the Castlegate Project.

REGISTERED SOCIAL LANDLORDS

Most Housing Associations have waiting lists for properties. We can explain how their different systems work.




RENT/MORTGAGE ARREARS

If you have rent or mortgage arrears, we may be able to help you remain in your home by helping with the following:

- Fast track Housing Benefit claims.
- Making arrangements with landlords/mortgage lenders that are affordable and acceptable.
- Arranging appointments with the Citizens Advice Bureau to ensure you are receiving all the benefits that you are entitled to.
- Referring you to the Citizens Advice Bureau debt management service.


ANTI-SOCIAL BEHAVIOUR

If you are experiencing problems with your neighbours or within your community, we may be able to help. We can refer you to a mediation service, who may be able to reduce conflict between neighbours or any issues you may be having with your landlord.



DISREPAIR TO YOUR PROPERTY

Joint visits with an Environmental Health Officer can be arranged if you have serious disrepair in your home (damp, mould, structural problems etc). They may be able to make arrangements for work to be carried out.

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THINKING ABOUT RENTING PRIVATE ACCOMMODATION?

It can sometimes be difficult to provide a landlord with a deposit and one month rent in advance. We can refer you to the Deposit Guarantee Scheme (DiGS), who may be able to help you with this. We can also fast track your Housing Benefit claim to give your landlord peace of mind.

END OF YOUR TENANCY WHAT TO DO NEXT

If your assured shorthold tenancy or licence agreement is coming to an end, or you have been given notice by your landlord:

- We can advise you of your rights.
- We can ensure that you have been given a legal notice.
- We can help you gain entry to your property if you have been illegally evicted.

If you feel that any of the information on this leaflet applies to you or you would like to discuss your housing options, please telephone the Homeless Prevention Officer on 01768 861421 or the Housing Advice Officer on 01768 861428, or you can call into the office to make an appointment.

SOME USEFUL CONTACT DETAILS

EDEN HOUSING ASSOCIATION

01768 861400

TWO CASTLES HOUSING ASSOCIATION

01228 547463

HOME HOUSING ASSOCIATION

0845 6063033

IMPACT HOUSING ASSOCIATION

01228 633600

EDEN DISTRICT COUNCIL

01768 817817

DiGS/RiA

01946 694166

RESOLVE MEDIATION SERVICE

01900 881542

CONNEXIONS

01768 865296

EDEN YOUTH WORK PARTNERSHIP

01768 861400

LET GO PROJECT

01768 892179

SHELTER

0844 5151945

CADAS

01768 895566

WHAT IF WE DO NOT MEET THIS STANDARD

If you wish to express your dissatisfaction about the standard of service or lack of action taken by us, tell us and give us the chance to put it right:

- Take up the issue with the staff member you have been dealing with
- If you are still unhappy, ask to speak with the manager
- If you cannot resolve the issue, you may make a formal complaint under our Complaints Procedure

For more detailed information about how to make a complaint, see our service statement leaflet "Customer Complaints"

The Homeless Prevention
Officer Post is funded by
Eden District Council



OTHER FORMATS, OTHER LANGUAGES

We will do what is reasonable to provide information in alternative formats on request, including tape, Braille, large print and translations. If we encounter difficulties meeting your request, we will discuss the best solution with you.

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

本文件可以翻译为另一语文版本，或制作成另一格式，如有此需要，或需要传译员的协助，请与我们联系。

Jeżeli chcieliby Państwo otrzymać ten dokument w innym języku lub w innym formacie albo jeżeli potrzebna jest pomoc tłumacza, to prosimy o kontakt z nami.

Bu belgenin Türkçe'sini edinmek ya da Türkçe bilen birisinin size yardımcı olmasını istiyorsanız, bize başvurabilirsiniz.

 Långüagê Liñe



Eden Housing Association Ltd

Blain House, Bridge Lane,
Penrith, Cumbria CA11 8QU

☎ tel: 01768 861400 📠 fax: 0870 0511685

✉ email: enquiry@edenha.org.uk

🌐 www.edenha.org.uk

☎ freephone repairs helpdesk: 0800 3581401

☎ freephone housing hotline: 0800 1833948