

- Give guidance on accessing the Private Rented Sector and Coventry Homefinder
- Discuss and advise on other circumstances and issues relating to your housing situation

**Please note that social housing will only be provided to those most in need.**

You can access the **Homelessness Prevention Service** on **024 7683 4025** or by visiting the Customer Service Centre, 3 Upper Precinct, CV1 1FS. Visit [www.coventry.gov.uk/homeless](http://www.coventry.gov.uk/homeless)

### Priority need for accommodation

Due to new homelessness legislation, you do not need to have a certain level of need (priority need) or have links to a council area (local connection) to access the Homelessness Prevention Service. Priority Need will only affect whether you are entitled to interim accommodation if you become homeless (the relief duty) or owed the main housing duty.

This means that we may provide you with short-term accommodation if you **meet a certain level of need**. We will look at your situation and any people who are dependent on you to make a decision.

For further details on what gives you a priority need or a local connection, call **Shelter** on **0808 800 4444**.

### No recourse to public funds

If you have entered the UK on a spouse or partner visa, you may not qualify for the homelessness service. Please contact **CDVASS** on **0800 035 5309**.

You will need to apply to the Home Office for permission to stay in your own right. Once you have received the right to remain, you will be able to access the Council's full homelessness service.

You can get specialised advice from the **Coventry Refugee and Migrant Centre**, on **024 7622 7254** or by attending the drop-in immigration advice clinic. This takes place every Wednesday 11am to 1.30pm at Norton House, Bird Street, CV1 5FX.

# Homelessness Prevention Service



## Domestic Violence and Abuse

Call 999 if a crime is happening now or you're in immediate danger



Coventry City Council

[www.coventry.gov.uk](http://www.coventry.gov.uk)

Abuse and violence can be psychological, physical, financial or emotional. It can include:

- Domestic abuse
- Domestic violence
- Control, for example, not being allowed to go where you want, when you want
- Coercion, for example, being forced to do things you don't want to do
- Female genital mutilation (FGM)
- Forced marriage
- Human trafficking and modern slavery
- Sex work or prostitution
- Sexual violence
- Sexual harassment

## Where can I find help?

**Coventry Domestic Violence and Abuse Support Services (CDVASS)** is the single point of access for domestic violence services in Coventry. If you are living in Coventry and are affected by domestic violence and abuse in any way, please contact **CDVASS** on **0800 035 5309** as soon as possible. The helpline is staffed by experienced advisors and is open Monday to Friday 8.30am to 8.30pm and at weekends 9.30am to 5.30pm.

**Coventry Haven** provides support, advice and safe accommodation for women and children experiencing domestic violence and abuse. Call **024 7644 4077**.

You can contact the **National Domestic Violence Helpline** on **0808 2000 247** if you're a woman experiencing domestic abuse.

You can contact the **Men's Advice Line** on **0808 801 0327** if you're a man experiencing domestic abuse.

If you are in a same-sex relationship you can call **Galop** on **0800 999 5428**.

## Homelessness help

If you need to leave your home and become homeless because of the threat of abuse or violence, you can contact the Homelessness Prevention Service or CDVASS. The Council will work with CDVASS to give you advice about finding somewhere to live and look at emergency accommodation options.

If a perpetrator is soon to be released from custody, you should contact CDVASS directly. They can help you plan a move and can liaise with the Homelessness Prevention Service to review your priority need for housing on Coventry Homefinder.

**In all cases involving violence, the safety of the applicant and their dependents will be the primary consideration in deciding next steps.**

If you need to leave your home, try to take essentials with you, such as a change of clothes, toiletries and any medication you need to take regularly. Try to bring important items such as your passport, bank and credit cards and mobile phone. If you need legal aid, contact the Coventry Law Centre on **024 7622 3053**.

## Accessing the Homelessness Prevention Service

You should contact the Homelessness Prevention Service if you are threatened with homelessness within 56 days or are already homeless.

The service can:

- Provide housing advice and support
- Provide advice on benefits and finance
- Refer you to specialised advisory and support services
- Work with you to create a personal housing plan with steps towards securing a permanent home
- Organise mediation with a landlord to prevent eviction
- Provide interim accommodation if you meet criteria