Are you homeless tonight?

Coventry City Council works with the Salvation Army to provide hostel accommodation for single people who are homeless on the night. The Salvation Army may be able to give you a place for tonight at the Harnall Lane West Lifehouse. You can self refer by calling 024 7771 4443 or by walking in at Harnall Lane West, CV1 4EZ. There is also a drop in for rough sleepers starting at 8am. The Salvation Army can also put you in touch with other services which will be able to help you.

If you are homeless tonight you can call 024 7683 4025 or visit the Council’s Customer Service Centre, 3 Upper Precinct, CV1 1FS. Outside of office hours or at weekends and bank holidays, please call 024 7683 2222 for further advice and support.

If you are a victim of abuse or violence you can also contact Coventry Domestic Violence and Advice Services on 0800 035 5309 or Coventry Haven on 024 7644 4077. Shelter can help you find a hostel services through their emergency helpline on 0808 1644 660. The helpline is open every day from 8am to 8pm on weekdays and 9am-5pm on weekends.
Due to the implementation of the Homelessness Reduction Act, Coventry City Council now has a duty to help all eligible residents, rather than just those with a priority need for accommodation.

The legislation adds two new duties:

**The Duty to Prevent Homelessness:**
We will help those at risk of losing suitable accommodation if they are threatened with being made homeless **within 56 days**. We will attempt to prevent you losing your accommodation or help you plan a move to new accommodation. We may be able to help with benefits and discretionary payments, to top up rent. We will also help those in receipt of an eviction notice from their landlord, rather than asking them to come back when they have a bailiff’s date.

**The Duty to Relieve Homelessness:** We will help all those who are homeless to secure suitable accommodation, regardless of whether they are intentionally homeless or in priority need. This duty applies for **56 days**. This means that all eligible households are offered help to find a home. Local connection may be considered during this duty. Priority need may be taken into account to decide whether interim accommodation is owed.

If neither of the above duties prevent or relieve homelessness, then those in priority need retain their right to be rehoused. Non-priority households will not be entitled to further help, under the main housing duty.

**What this means for you**
Please don’t wait until you are homeless before asking us for advice and help. The earlier you approach the Council, the more likely we’ll be able to resolve your housing issues before you are made homeless.

Contact our Homelessness Prevention Service for advice and to book an appointment with one of our Officers.

Eligibility under UK immigration law is required to access the full Homelessness Prevention Service. If you are not eligible, we can only provide general advice and signposting.

If you are eligible, the service can:
- Provide housing advice and support
- Give guidance on accessing the Private Rented Sector and Coventry Homefinder
- 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
- 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