

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
- Give guidance on accessing the Private Rented Sector and Coventry Homefinder
- Discuss and advise on other circumstances & 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

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**.

Homelessness Prevention Service



Private Rented Sector Eviction

Our Homelessness Prevention Service can help if you are issued with a Section 21 or Section 8 notice. Please contact us as soon as you receive either of these notices.



Coventry City Council

www.coventry.gov.uk

Section 21 Notice

This is the most common way for a landlord to start the eviction process. Your landlord does **not** need to give a reason to end your tenancy with this notice.

The landlord must:

- Give you two months' notice
- Follow certain rules for the notice to be valid
- Apply for a possession order from court to evict you lawfully

You can challenge an invalid notice in court.

You can contact the Homelessness Prevention Service on **024 7683 4025**, who may be able to negotiate with the landlord to prevent eviction.

You can also contact **Shelter** on **0808 800 4444** for expert advice on your situation, to find out if your notice is valid and to ask for advice for how to challenge it.

Section 8 Notice

Your landlord must have a **legal reason** to end your assured shorthold tenancy in order to issue this notice. The landlord can issue the notice because:

- You have rent arrears of at least two months (if you pay monthly) or eight weeks (if you pay weekly)
- You are involved in criminal or antisocial behaviour
- You have broken the terms of your tenancy agreement

You can contact the Homelessness Prevention Service, on **024 7683 4025**, who may be able to negotiate with the landlord to prevent eviction.

You can also contact **Shelter** on **0808 800 4444** for expert advice on your situation, to find out if your notice is valid and to ask for advice for how to challenge it.

Illegal eviction and harassment

It's a criminal offence for your landlord to evict you without following the correct legal procedure. Illegal eviction may include:

- Forcing you to leave through threats or harassment
- Physically throwing you out

- Stopping you from getting into certain parts of your home
- Changing the locks while you're out

Harassment can take the form of:

- Making threats to persuade a tenant to leave
- Cutting off services, such as heating, electricity or water
- Preventing access to shared kitchens and bathrooms
- Entering a tenant's room without permission

Call the police on 101 if you're being illegally evicted and your landlord is threatening violence. Call 999 if someone is in immediate danger or there is a risk of serious damage to property.

You can also get help from Coventry City Council. We can prosecute landlords for illegal eviction and harassment. Contact our **Housing Enforcement Team** for more details on **0808 5834 333**.

Other organisations that can help

Coventry Citizens Advice provides independent, impartial and confidential advice for a range of situations. Call **03444 111 444** for the national helpline. Or drop-in at Kirby House, Little Park Street, CV1 2JZ. 9:30am to 1pm, Monday to Friday.

Coventry Independent Advice Service offers advice on debt, benefits, housing and other support needs. They meet in various locations across the city. Contact **024 7652 1100** for more information.

The Coventry Law Centre provides free legal advice on housing, benefit, debt and family law among others. Call **024 7622 3053**.

Shelter provides a range of housing advice and support. Call **0808 800 4444**.

Accessing the Homelessness Prevention Service

If you have received notice to leave a property, please get in touch with our Homelessness Prevention Service as soon as possible.