

Accessing the Homelessness Prevention Service

The earlier you get in touch with us, the more likely we'll be able to resolve your housing situation.

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
- 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 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 **02476 834 025** 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



Relationship Breakdown



Coventry City Council

www.coventry.gov.uk

What are my rights?

If you have a joint tenancy or own a property with your ex-partner, you may still have rights to occupy the place you are living in together. Do not agree to leave until you have asked for advice and/or mediation.

The property is in someone else's name

If you've been living as a married couple or in a civil partnership and the relationship has broken down, then by law you are still allowed to remain in the property, even if it is owned by someone else.

If you have not been married to, or been in a civil partnership with, your partner, you might not have these rights and your partner may be able to tell you to leave. Contact the **Coventry Law Centre** on **024 7622 3053**.

My partner has left and I can't afford the rent/mortgage

If you can no longer afford to pay the rent or mortgage after a relationship breakdown, you may need to consider whether your home is affordable for you or not. Get in contact with one of the advice organisations listed below, for advice around benefits, budgeting, debt and your rights.

If you are going to be made homeless as a result of financial difficulty, you should get in contact with the Homelessness Prevention Service as soon as possible. The service may be able to prevent your homelessness or help you plan to move.

Important

If your partner is making you feel anxious or threatened, you should get help. You may be a victim of domestic abuse. Don't agree what to do about your home without speaking to someone first. You can access the **Coventry Domestic Violence and Abuse Service (CDVASS)** on **0800 035 5309** for more help. Call **999** if you are in immediate danger.

Parental eviction

If you are being asked to leave by your parents or family, it is important that you seek advice at an early stage and do not wait until you are homeless. The Homelessness Prevention Service may be able to help you to remain in the property, by negotiating with your family members and planning alternative arrangements if necessary. We are also able to offer access to independent mediation services that work with families to resolve disputes and mend relationships. As such, referrals to a formal mediation process may be necessary. We will also refer you to the Council's Through Care and MASH teams, for cases involving care leavers and under 18s.

Where else can I get help?

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

Coventry Citizens Advice provides independent, impartial and confidential advice for a range of situations including debt and benefits. 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. It meets 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**