

This means that we may provide you with short-term accommodation if you **meet a certain level of need**.

This could be due to the length of time served, the types of service engaged in, mental or physical health problems resulting from service or difficulties reintegrating into civilian life. 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**.

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**. **If you are in immediate danger call 999.**

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.

Homelessness Prevention Service



Leaving the Armed Forces



I may be homeless when I am discharged from the Armed Forces

The Joint Service Housing Advice Office and Veterans UK will provide tailored advice and support for you and any dependents. They can help plan a move into civilian housing on discharge.

Joint Service Housing Advice Office

Advice Line: **012 5278 7574**

Veterans UK

Advice Line: **0808 1914 218**

If you think you will be homeless upon leaving the Armed Forces, or are a homeless veteran, you should contact the Council's Homelessness Prevention Service as soon as possible. A letter of discharge or other evidence that confirms the date of your discharge may be needed if you have yet to leave the Armed Forces.

Specialist help and support

Veterans' Housing Advice provides clear pathways for ex-service personnel in housing need to move into permanent accommodation. Call **0808 801 0880**.

SSAFA provides housing advice to people currently serving in the Armed Forces, ex-services personnel and their families. Call **0800 731 4880**.

Once We Were Soldiers works with ex-Armed Forces' personnel who are homeless or have fallen on hard times. They can help with emergency, short and long-term accommodation, medical care, benefits and referrals to other organisations. You can access their services on **015 3083 9531 ext. 348**

The Single Person's Accommodation Centre for the Ex-Services (SPACES) provides advice and support for single people leaving the Armed Forces. They can help ex-service personnel find housing throughout the UK, both temporary and permanent. You can contact them on **017 4883 3797, 017 4887 2940 or 017 4883 0191**.

The Royal British Legion provides lifelong support for the armed forces community - serving men and women, veterans and their families. Call the helpline on **0808 802 8080**

Accessing the Homelessness Prevention Service

You should contact the 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
- 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 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.