

**Coventry Law Centre** provides specialist services in immigration and human rights law. Call **024 7622 3053**. They can get an interpreter if you need one.

**Coventry Peace House** may be able to help if you are struggling because of the asylum process. Contact the Shelter Co-ordinator on **074 4342 8916** or via **024 7666 4616**.

### Homelessness Prevention Service

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

# Homelessness Prevention Service



## Asylum Seekers, Refugees and Migrants

If you are an asylum seeker, refugee or migrant, you need to meet certain UK immigration criteria to access full homelessness help.



## Eligibility to access Homelessness Services

To access the Homelessness Prevention Service, you need to either:

- Be a British or Irish citizen living in the UK **or**
- Be from the EU or EEA and living and working in the UK **or**
- Have Home Office permission to stay in the UK **and be allowed to** claim benefits (Have recourse to public funds)

**If you have no access to public funds then you may not be eligible for housing help from the Council.** Contact **Shelter** on **0808 800 4444** for more details on eligibility.

If you have dependent children and you are threatened with homelessness or are homeless Children's Services might be able to help you. Call the **Multi-Agency Safeguarding Hub (MASH)** on **024 7678 8555**. For out of office hours call **024 7683 2222**. The Homelessness Prevention Service may also refer you to Children's Services.

## Refugees

You can apply to the Council for help if you're homeless or about to be made homeless, if you:

- Have refugee status **or**
- Have been granted humanitarian protection **or**
- Are dependent upon someone granted one of the above

If you are living in asylum supported accommodation and have been granted leave to remain by the Home Office, contact our Homelessness Prevention Service as soon as possible. We can help plan your move out of supported accommodation before you are made homeless.

## Asylum Seekers

If you are seeking asylum you can get accommodation and cash support from the

government on the **Asylum Support Application** helpline: **0808 8000 631**.

If you need more general advice, call the government's **Asylum Help** UK helpline on **0808 8000 630**.

If you are a child in the UK on your own and are applying for asylum, contact the **Children's Panel** on **020 7346 1134**.

**The Homelessness Prevention Service will be unable to help you while you are an asylum seeker.**

## Domestic Violence

If you have entered the UK on a spouse or partner visa and are a victim of domestic violence, you may not qualify for the full homelessness service. Contact **Coventry Domestic Violence and Abuse Support Services (CDVASS)** on **0800 035 5309**

You will need to apply to the Home Office for permission to stay in your own right. [www.gov.uk/government/publications/applicationfor-benefits-for-visa-holder-domestic-violence](http://www.gov.uk/government/publications/applicationfor-benefits-for-visa-holder-domestic-violence)

You will then be able to access the Council's full Homelessness Prevention Service. The organisations below may be able to help.

## Where else can I find help?

**Coventry Refugee and Migrant Centre** helps refugees and migrants settle and integrate into Coventry. They provide advice on housing, finances, immigration and asylum law and safeguarding. Call **024 7622 7254**. They run a drop-in immigration advice clinic every Wednesday 11am to 1.30pm at Norton House, Bird Street, CV1 5FX.

**Carriers of Hope** can supply furnishings for empty accommodation for asylum seekers, refugees and migrants. They will also provide 'baby bags' for expectant mums which includes everything needed for a hospital stay. Call **024 7645 6356**.