

Useful contact details

COUNCIL OFFICES

Homeless Services, Civic Centre, Carlisle Tel: 01228- 817428

Dropping in sessions:

9.30am - 12.00 noon, 1.30pm – 3.30 pm Monday to Friday

Outside of office hours

(emergency homeless contact only – John St) 01228 817373

(emergency homeless contact only – Water St)01228 817386

OTHER ADVICE AGENCIES

Benefits Advice Agency

Carlisle

Tel: 01228- 817400

Telephone advice 2.00 pm – 4.00 pm Monday to Thursday

Carlisle Community Law Centre

8 Spencer Street

Tel: 01228- 515129

Open from 9.00 am - 5.00 pm Monday to Friday

Citizens Advice Bureau

5 Old Post Office Court

Carlisle

Advice lineTel: 01228- 633900

Appointments.....Tel: 01228- 633909

Shelter

10 Kent Street, Kendal

Tel: 0844 5151945

Or

Shelterline

0808 8004444 (free number)

National Domestic Violence Helpline

tel: 0808 2000 247

**If you need this document to be provided
in large print, on tape, in Braille or in
other languages, please telephone us on
01228 817000.**

HOMELESS

Advice and Assistance

**This leaflet explains what
help you will get from the
Council if you are
homeless**

www.carlisle.gov.uk

Avoiding homelessness

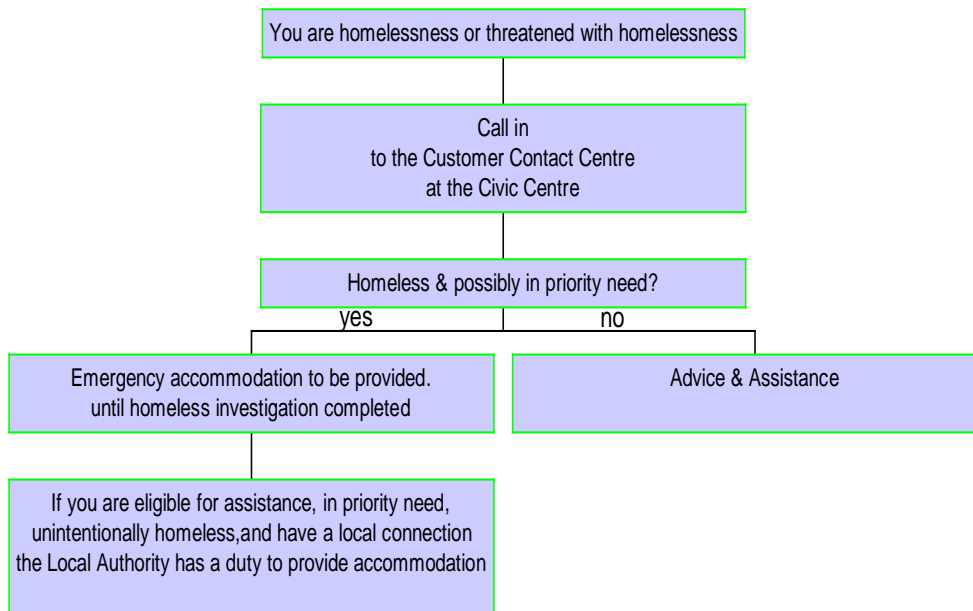
The first thing we will do is try to prevent you from becoming homeless. So if you think you are in danger of losing your home you should contact Housing & Homeless Services straight away.

We will try to help you keep you home

- by talking to your landlord
- by arranging mediation
- or looking at other ways of helping you

If you cannot stay where you are, we will give advice to help you to find other accommodation, including information on benefits.

Our advice process



Settled accommodation

You must register with all the local housing associations at the time you make your homeless application. If your homeless application is accepted the Council will help you find settled accommodation from a local housing association or other housing providers.

The Council does not have any housing stock of its own.

Your right to request a review

If you are unhappy about the decision of your homeless application you have the right to ask for a review.

This must be made in writing within 21 days of receiving the decision on your application.

If you wish to request a review please contact Homeless Services at the Civic Centre. A separate information leaflet is available on how to request a review.

Providing accommodation

Temporary accommodation

If you are considered to be homeless and in priority need, you will be offered temporary accommodation until a decision is reached on your homeless application.

Temporary accommodation is usually in a hostel.

Once a decision is made:

If you are in Priority Need and homeless through no fault of your own, we will provide you with temporary accommodation until more settled accommodation can be found or the duty comes to an end in another way.

If the decision made is that either you are not homeless, or not in priority need, or intentionally homeless or ineligible for assistance you will be asked to leave the temporary accommodation, usually within 28 days.

You have a right to request a review of the decision made and the review should be made within 21 days of receiving the decision letter.

Assessment of an application

This is general guidance only and you should seek advice from us if you are homeless or threatened with homelessness.

Eligibility for assistance

You must be a British Citizen or a person from abroad who is eligible to receive public funds.

Priority need

You are likely to have a priority need if you

- ▶ are vulnerable as a result of old age
- ▶ are vulnerable as a result of a mental or physical disability
- ▶ have a history of institutionalisation
- ▶ have left your home because of violence or threats of violence which are likely to be carried out
- ▶ are an expectant mother or have children
- ▶ are 16 & 17 years old

Intentionality

You may be intentionally homeless if you have done or not done something that led to you becoming homeless.

Local connection

You are likely to have a local connection if:

- ▶ you have been resident in Carlisle for six months in the last 12 or three years in the last five
- ▶ you work in Carlisle, or
- ▶ your immediate family live in Carlisle and have lived here for five years.