

Where to go if you need housing advice or if you are threatened with homelessness

Carlisle City Council Offices

**Housing & Homeless Services, Civic Centre
Carlisle** 01228 817000

Housing Advice Drop-in Service available
9:30am to 12:00 noon and 1:30pm to 4:00pm

Outside of office hours
(emergency homeless contact only) 01228 511061

Benefits Advice Services 01228 817400

Other Advice Agencies

Cumbria Law Centre
8 Spencer Street, Carlisle 01228 515129

Citizens Advice Bureau
5&6 Old Post Office Court, Carlisle **Advice Line** 01228 633900
Appointments 01228 633909

Shelter
10 Kent Street, Kendal 0844 5151945
or
Shelterline 0808 8004444
(free number)

National Domestic Violence Helpline 0808 2000247
(free number)



HOMELESS

Advice and Assistance

This leaflet explains what help you will get from Carlisle City Council if you are homeless

www.carlisle.gov.uk

01228 817000

Avoiding homelessness

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

We will try to help you keep your home:

- by talking to your landlord;
- by arranging mediation; or
- by 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 and assist with any other problems you may have to do with housing.

Assessment of a homeless application

This is general guidance only and you should get 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 examples

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;

English

If you would like a copy of this document in another format such as large print, Braille, audio or in a different language please call **01228 817200** or email **customerservices@carlisle.gov.uk**

Bengali

আপনি যদি এই নথির একটি কপি অন্য কোন মাধ্যমে যেমন, বড় ছাপা, ব্রেইল, ওডিও বা অন্য কোন ভাষায় চান তবে দয়া করে **01228 817200** এ নাম্বারে ফোন করুন অথবা ইমেইল করুন এ ঠিকানায়: **customerservices@carlisle.gov.uk**

Lithuanian

Norėdami gauti vertimą kuria nors kita kalba ar kitu formatu (pvz. audio), Brailio ar dideliu šriftu, prašau susisiekti su mumis telefonu **01228 817200** ar elektroniniu paštu - **customerservices@carlisle.gov.uk**

Polish

Jeśli życzą sobie Państwo kopię tego dokumentu w odmiennym formacie takim jak pisany dużym drukiem, brajlem, jako audio albo w innym języku proszę zadzwonić pod numer **01228 817200** albo e-mail **customerservices@carlisle.gov.uk**

Portuguese

Se desejar uma cópia deste documento num outro formato, tal como em letras grandes, Braille, áudio ou num idioma diferente, contacte-nos pelo telefone **01228 817200** ou pelo endereço de correio electrónico **customerservices@carlisle.gov.uk**

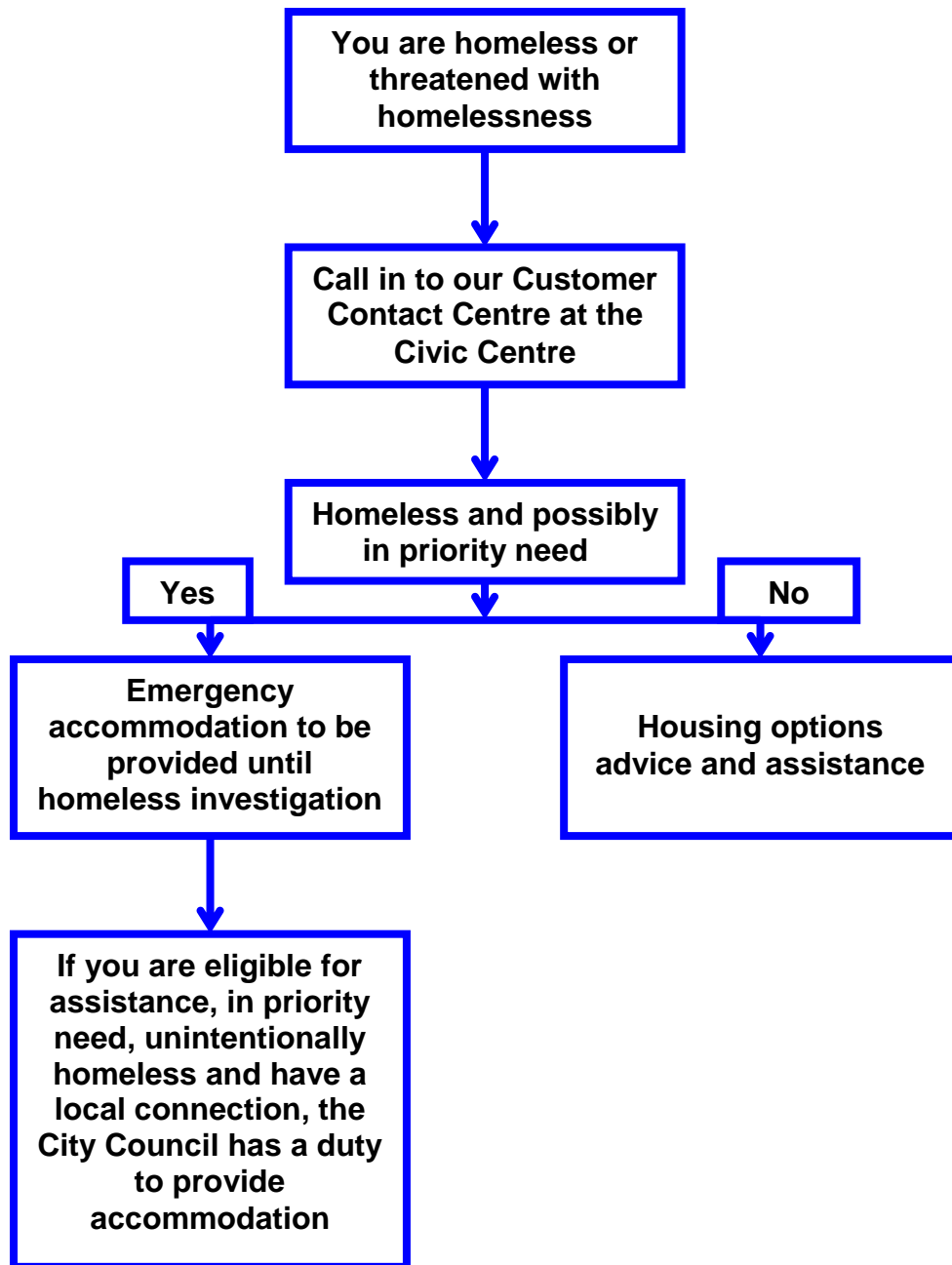
Turkish

Eğer bu belgeyi başka bir biçimde, örneğin büyük punto baskı, kabartma yazı, ses kaseti ya da başka bir dilde istiyorsanız lütfen **01228 817200**'ı arayın ya da **customerservices@carlisle.gov.uk** adresine e-posta gönderin.

Cantonese

如果您需要这个文件用其他格式，比如大印刷字体，盲人识字系统，音像或用另外一种语言，请联系我们：电话：**01228 817200**
电子邮件地址：**customerservices@carlisle.gov.uk**

Our Advice Process



- ▶ 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; or
- ▶ are 16 & 17 years old or a Care Leaver.

Vulnerable in this situation is described as:

“a homeless person who has less than normal ability to fend for himself/herself and will suffer more harm than an ordinary homeless person.”

Intentionality

You may be intentionally homeless if you have done or not done something that led to you becoming homeless, for example, you may have broken the conditions of your tenancy agreement or not paid your rent

Local connection

You are likely to have a local connection if:

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

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 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. During this period, we will help you to look for alternative accommodation.

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

Settled accommodation

You must register with all the local housing associations at the time you make your homeless application so that you can start bidding for any advertised vacancies. If your homeless application is accepted, the City Council will help you find settled accommodation from a local housing association or other housing providers, including the private sector.

Carlisle City Council does not have any housing stock of its own.

Your right to ask for a review

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

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

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