

Housing Options Team Help Sheet: Arrears on Social Rented

What you may need to do	What we may do
<ul style="list-style-type: none"> We need to know if a notice been issued, if there is there a Possession Order or Eviction Warrant. 	<ul style="list-style-type: none"> We will need copies of these documents from you. We can explain Court process & access to suitable support at hearings Ask if the Housing Officer to abstain from further action – establish on what terms this could happen Raise awareness of the consequences of a possible intentionally homeless decision
<ul style="list-style-type: none"> We need the name, address and contact number for your Housing Officer or Rent Officer. 	<ul style="list-style-type: none"> We will contact your landlord and ask for a summary of your tenancy history. We will be asking when did the arrears start/ why/ what support has been offered and if you are otherwise good tenants? This may affect actions relating to your application.
<ul style="list-style-type: none"> We will need you to tell us about the status of a claim for housing costs under Universal Credit or Housing Benefit 	<ul style="list-style-type: none"> We will want to see your Universal Credit claim or gather details of your other benefit claims Explore history of a claim for housing costs under UC or HB and maximise current claim (can any deductions for arrears / overpayment be managed better, any likelihood of underpayment)?
<ul style="list-style-type: none"> We will want you to provide evidence of anything that makes you more vulnerable suchlike health & wellbeing issues 	<ul style="list-style-type: none"> We may contact others to find out more about your vulnerabilities and advise you about how this may influence your application
<ul style="list-style-type: none"> You will need to provide the contact details of any other professionals working with you such as support workers/ Social Care? 	<ul style="list-style-type: none"> We will advise you if we think you would benefit from additional support and will look into how well you are engaging with the services offered to you – including tenancy sustainment. We can refer to other agencies such as Peabody who can take action to help you keep your home.
<ul style="list-style-type: none"> You will need to tell us about your income and expenditure and give us copies of bank statements Complete an income and expenditure sheet Consider access to employment where appropriate 	<ul style="list-style-type: none"> We will look at how you have been managing money and advise you about how this may affect your application Provide general benefit advice, refer to CAB or online sources to get advice on income maximisation Investigate sources of financial assistance for costs (Saffron Walden United Charities/ DHP/ Prevention Fund)
<ul style="list-style-type: none"> You will need to tell us about any other debt you have 	<ul style="list-style-type: none"> We will recommend that you seek appropriate support to address your debt We can signpost to debt management charities like Step Change
<ul style="list-style-type: none"> You will need to tell us about the type of property you need Look for alternative accommodation 	<ul style="list-style-type: none"> We will assess your basic housing needs Provide advice on looking for PRA and explain Rent Deposit Scheme Help identify potential Landlords/ Agents that are likely to assist Explain where to look for rentals (shop windows / online/ shop windows/ social media) Explore Lodgings if appropriate Advise on eligibility for the Home Option scheme

Useful contacts	
<ul style="list-style-type: none"> • Citizens Advice Bureau (Uttlesford CAB) Web: http://www.uttlesfordcab.org.uk/ Call: 01799 618840 Email: bureau@uttlesfordcab.cabnet.org.uk • Caridon Properties Web: www.caridonproperty.co.uk Call: 0203 307 0555 • Civil Legal Advice (CLA) Web: www.gov.uk/civil-legal-advice Call: 0345 345 4 345 • Essential Living Fund Web: southend.gov.uk/info/200288/extra_financial_help/69 Call: 0300 7900124 • The King Edward VI Almshouses, Saffron Walden Web: www.saffronwaldenalmshouses.org.uk/ Call: 01799 513914 Email: clerk@saffronwaldenalmshouses.org.uk • Lenderhand Web: lenderhand.org Call: 020 8532 5066 Email: contact@lenderhand.org • Money Advice Service Web: moneyadvice.service.org.uk Call: 0800 138 7777 • National Debtline Web: nationaldebtline.org Call: 0808 808 4000 • Peabody Trust Essex Floating Support Service - Uttlesford Call: 0800 288 8883 • Samaritans Web: samaritans.org Call: 116 123 Email: jo@samaritans.org • Sophie's Fund Web: sophiesfund.org Email: info@sophiesfund.org 	<ul style="list-style-type: none"> • Shelter Web: www.shelter.org.uk Call: 0808 800 4444 • Step Change Debt Charity Web: stepchange.org Call: 0800 138 1111 • Turn2Us Web: www.turn2us.org.uk Call: Uttlesford CAB on 01799 618840 • Universal Credit Web: gov.uk/apply-universal-credit Call: 0800 328 5644 • Uttlesford District Council Web: www.uttlesford.gov.uk Call: 01799 510510 Email: uconnect@uttlesford.gov.uk • Uttlesford Foodbank Web: uttlesford.foodbank.org.uk Call: 07531 436335 Email: info@uttlesford.foodbank.org.uk • Uttlesfordsave Web: harlowsave.coop Call: 01279 451234