



East Lindsey  
DISTRICT COUNCIL

# Homelessness

**What you need to know**  
**We're here to help!**



# USEFUL LOCAL CONTACT NUMBERS

## HOSTELS AND ACCOMMODATION

PLEASE Note - You may have to be interviewed by these organisations before being offered accommodation.

### **Grimsby**

The Salvation Army Hostel, Grimsby, Tel: (01472) 242648  
Accommodation for men and women aged 25 and over.

YMCA, Grimsby, Tel: (01472) 359621  
Accommodation for men and women.

### **Lincoln**

Lincoln YMCA, Tel: (01522) 888202 (24 hours)  
Hostel for single men and women aged 16 to 30.

The Cedars, Lincoln, Tel: (01522) 534646  
Accommodation for single men and women aged 16 to 24.

The Nomad Trust, Lincoln, Tel: (01522) 883703  
A day centre with inexpensive drinks and meals. Also provides a night shelter.

Night Shelter - Tel: (01522) 883708  
Shop - Tel: (01522) 883700  
Day Centre - Tel: (01522) 883705  
Furniture Store - Tel: (01522) 514041

### **Louth**

St Matthew Society, Tel: (01733) 553509  
Accommodation in Louth for single men and women who have been referred by Social Services and the Citizens Advice Bureau (CAB).

### **Market Rasen**

The Foyer, Tel: (01673) 842700  
Accommodation for single people aged 16 - 30.

### **Skegness**

The Salvation Army Hostel, Witham Lodge, Alexandra Road, Tel: (01754) 899151  
Accommodation for single men and women aged 18 and over.

St Matthew Society, Tel: (01733) 553509  
Accommodation in Skegness for single men and women who have been referred by Social Services and the Citizens Advice Bureau (CAB).

### **Sleaford**

The Foyer, Tel: (01529) 415318  
Accommodation for single people aged 16 - 25, but over 25's may be considered.

### **Women's Aid Refuges**

Tel: 0845 7023 468  
A safe 'women only' space for information and support for women fleeing or experiencing abuse.

# **INTRODUCTION**

## **The Law Explained**

When people present themselves to their Council as homeless, it does not mean that they are all entitled to be housed. Every application from a homeless person will be dealt with in accordance with the Law contained in the Housing Act 1996, Part VII (amended by the Homelessness Act 2002).

In order for you to understand the complicated law surrounding homelessness, the information which follows will provide the basic facts which the Council must take into consideration. Should you have any other queries regarding homelessness, then please seek further advice from the Housing Advice Section at East Lindsey District Council, tel: (01507) 601111.

## **THE ENQUIRIES CARRIED OUT BY THE COUNCIL**

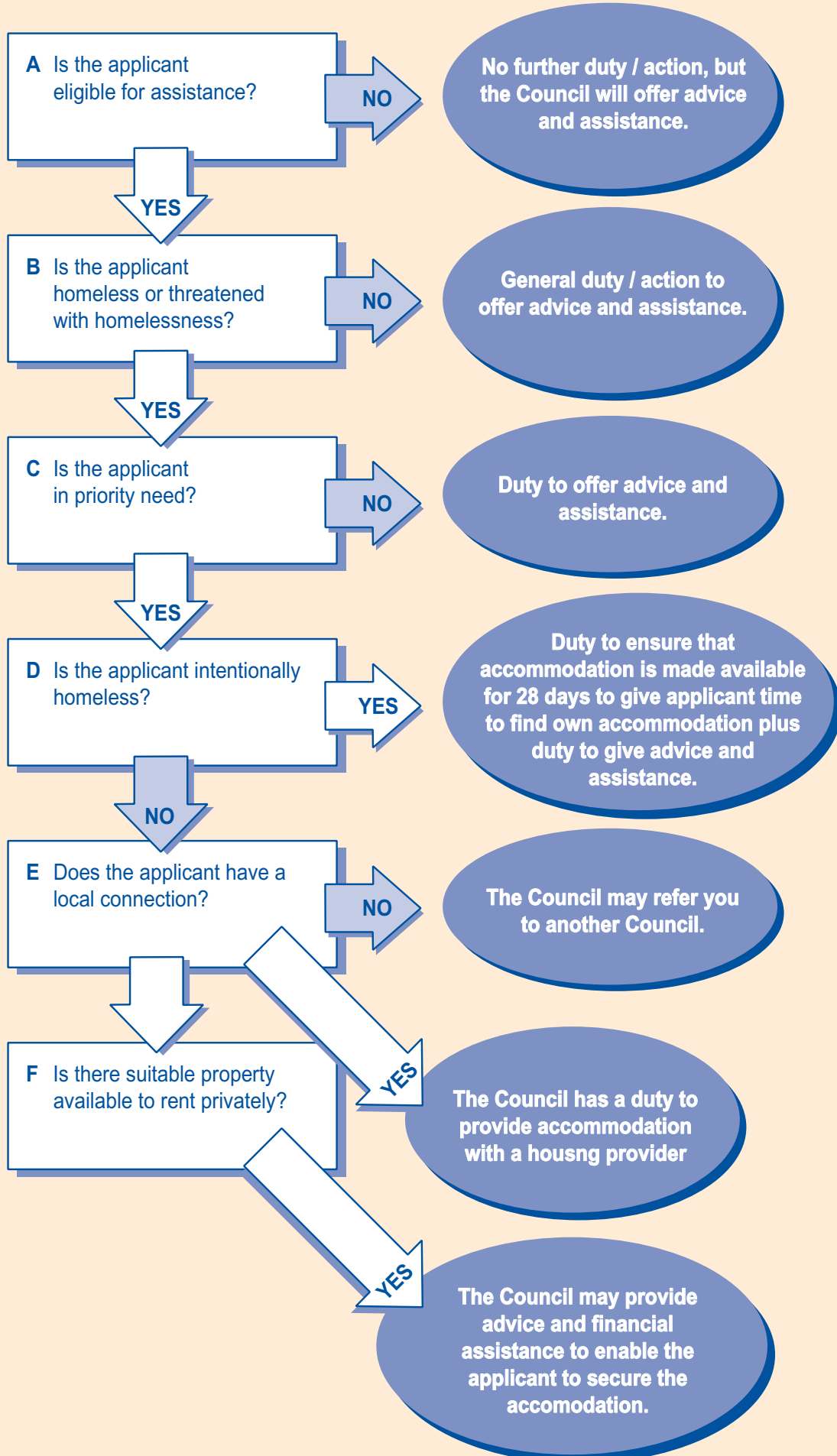
In each case of homelessness, the Council carries out detailed and thorough enquiries. Each case is looked at individually.

Our enquiries include asking you for personal information and it is essential that you bring everything that is relevant to your situation to the homeless interview. This will ensure that your claim can be dealt with without any unnecessary delays. They include:

- your name and address;
- names of the people who normally live with you;
- the ages of all of the above (birth certificates should be provided for proof);
- proof that your children live with you (benefit award letters would confirm this);
- details of any medical condition;
- all previous addresses, preferably going back 10 years;
- all income and capital, (wage slips, bank statements, benefit award letters;)
- employment details;
- all outgoing financial commitments (rent books, mortgage statements, catalogue repayments);
- where violence is alleged, a report from police, solicitor and/or doctors would help;
- where relevant, Home Office information if you are subject to immigration control, passport and visa documents.

# HOW THE COUNCIL PROCESSES HOMELESS APPLICATIONS

Please refer to the notes on each question located on the opposite page.





# **YOUR COUNCIL'S DUTIES**

## **Homeless Approach**

If someone has approached the Council for assistance and help when homeless and in priority need, the Council has a duty to provide temporary accommodation whilst a full enquiry is made.

## **Temporary Accommodation**

Temporary accommodation can be in the form of hostels, shared accommodation or bed and breakfast and whilst you are using this accommodation you are requested to contribute towards the costs. The amount you pay will vary. It is calculated from your income, from employment or any benefits that you receive. If you receive benefits then making a housing benefit claim from the address of your temporary accommodation will be necessary.

You will be asked to sign a document agreeing to a Housing Support Worker helping you maintain your temporary tenancy.

## **WHAT IF YOU THINK OUR DECISION IS WRONG?**

If you disagree with the decision, you have a right to request a review. This request must be made in writing within 21 days of the date on the decision letter. The Council may specify in writing a longer period of time. The Council must then complete a review and notify you of that decision under the review within 56 days of your written request.

## **Intentionally Homeless**

If your decision letter states that you deliberately became homeless as a result of your actions, or failure to do something, then you may only be given temporary accommodation for 28 days. If you have children living with you, Social Services will be notified as they have a duty to assist you under the Children Act 1989.

## **What if you still think our decision is wrong?**

The Council has its own complaints procedure and a copy of this can be obtained from any Council office.

If you are still not satisfied with the original decision, you have a further right to appeal to the County Court on any point of law arising from the decision. The appeal MUST be brought within 21 days of you receiving your notification of the review decision.

## **REHOUSING THE HOMELESS APPLICANT**

### **Extra assistance to gain accommodation**

The Council may offer help with rent in advance and a bond up to the value of £800 for those looking for a home in the private rented sector, once the homeless investigation is completed, and certain criteria are fulfilled.

You will be supplied with details of the Rent Assist Scheme. The Council offer this help to people who fall into the priority grouping and those that do not - such as single persons, or couples without children that have not become homeless deliberately and have lived in the East Lindsey area for the last three years.

Please note: The Housing Advice Officers' decision will determine whether you are eligible for the scheme.

### **Full duty**

Once full duty towards the homeless applicant has been accepted by the Council, they will assist in finding accommodation for applicant.

Where no other suitable accommodation is available within the District, temporary accommodation will be provided. You will have to sign an agreement to allow a Housing Support Worker to help you maintain your temporary tenancy.

Due to the high demand for social housing in this area, it is unlikely that you will be permanently rehoused unless your application is at the top of the Housing Register. It is possible that you may be rehoused to a permanent tenancy at any time while you are in temporary accommodation.

If at any time you refuse the offer of suitable accommodation, the Council may state that they have discharged their duty and therefore you will have to make your own arrangements for rehousing. This duty to secure you accommodation will end if the following circumstances occur.

- i) You refuse an offer of alternative suitable temporary accommodation.
- ii) You refuse an offer of suitable accommodation from the housing register.
- iii) You accept an offer of assured tenancy.
- iv) You accept an offer of a qualifying assured shorthold tenancy (Rent Assist Scheme).
- v) You cease to be eligible for assistance.
- vi) You become homeless intentionally from your current accommodation.
- vii) You voluntarily leave your current accommodation.

## **Never refuse an offer of accommodation without getting advice first.**

You can ask for a review about an offer of accommodation if you are not happy, which the Housing Advice Officer will explain to you.

## **NEED FURTHER ADVICE?**

Please refer to the list of useful contact numbers supplied in your homeless pack or on page 1 of this booklet.

## **FREQUENTLY ASKED QUESTIONS**

### **What do I do about my pets?**

The Council has NO obligation to help with accommodation for pets and you must make your own arrangements. If the Council has a duty to assist you, there may be a restriction on the number of pets you can keep. Please note that landlords offering properties through the Rent Assist Scheme may also have restrictions on pets.

### **What do I do with my furniture?**

Only in certain circumstances can East Lindsey District Council assist you in arranging temporary storage of furniture, if you are unable to make arrangements yourself. The Council will charge for this service.

### **How long will it take to be rehoused from the Housing Register?**

This Council operates a points based/banding housing register and an offer of accommodation will be dependent upon the availability of housing and how well placed you are on the Housing Register. Your application for accommodation on the Housing Register will be assessed for points on various factors such as:

- Homelessness;
- Overcrowding;
- Disability or illness;
- Financial hardship;
- How long you have lived in East Lindsey.

## **DATA PROTECTION ACT 1998**

In order to complete our enquiries it may be necessary to approach other parties for information about you or your family. You will be asked to sign an authorisation to allow us to carry out this as part of the homeless enquiry.

We will not disclose any information about you to anyone else outside the District Council unless the law permits us to.

## OTHER AGENCIES OFFERING ADVICE

**CentrePoint Outreach Tel: (01205) 360900**

*Monday to Friday*

Attempt to place homeless people with private landlords and provide a drop in centre with a furniture store, food, clothing and counselling.

### Citizens Advice Bureau

- **Louth - 14 Queen Street**

**Lincolnshire Advice Line Tel: 08701 224422**  
**Fax: (01507) 609459**

*Monday, Wednesday & Friday 10.00am - 12.30pm*

- **Skegness - 20 Alghitha Rd Tel: (01754) 761141/2**  
(appointments only)

**Fax: (01754) 769527**

**Community Service Legal Helpline: (01754) 611956**

*Tuesday 9.30am - 12.30pm, Thursday 10.00am - 1.00pm*

- **Mablethorpe - Inter-Agency Building, Stanley Avenue**

**Lincolnshire Advice Line Tel: 08701 224422**  
**Fax: (01507) 479742**

*Monday 9.30am - 12.30pm*

Give general advice and can advise on financial, debt and welfare benefits.

**Citizen Advocacy Lincolnshire Tel: (01522) 511114**

### Link (CALL)

Provide help and support to vulnerable people who cannot easily represent themselves. CALL also run a 18 - 25 project for young, vulnerable and disadvantaged people.

**Louth and District Help Tel: 07717 854889**  
**for the Homeless**

In some cases they can provide interest free housing loans for rent in advance and returnable deposits to those who have lived within a 10 mile radius of Louth for at least 12 months.

**Lincoln Women's Centre Tel: (01522) 576761**

*Monday to Thursday*

Information and advice for women affected by abuse on a wide range of issues including housing, legal and benefits advice.

### NACRO & Lincolnshire Accommodation Project

- Lincoln **Tel: (01522) 522213**
- Boston **Tel: (01205) 310718**

Offer advice and may possibly assist homeless people in finding accommodation.

**The Salvation Army Tel: (01754) 763621**

Provide emergency food parcels, washing facilities, advice and assistance to homeless people.

### Shelter

- National 24 hour Shelter helpline **Tel: 0808 8004444**
- Lincoln Office **Tel: (01522) 575000**

*Monday - Friday, 9am - 5pm*

Give Housing advice and support with homelessness problems.

**Soldiers, Sailors and Airmen's Families Association Forces Help Tel: 01722 436 400**

Housing information and advice for ex-service personnel and dependents on housing issues

## HOUSING ASSOCIATIONS WITH PROPERTIES IN THE AREA

**Linx Homes Tel: (01507) 355000**

*(Formerly East Lindsey Partnership Housing.)*

Keily House, Gresley Road, LOUTH, Lincs LN11 8FG  
Properties throughout the East Lindsey District.

**Anchor - East Midlands Tel: (0115) 982 0187**

3rd Floor, Bridgford House, Pavilion Road, WEST BRIDGFORD, Nottinghamshir

e Fax: (0115) 982 4800

Properties at Mablethorpe.

**Eastern Shires Housing Group Tel: (0116) 2205555**

*(Formerly de Montfort Housing Association, of which Wolds Housing Association are a member.)*

Eastern Shires House, 80 The Parade, Oadby, LEICESTER LE2 5BF

**Wolds Housing Association Tel: (01507) 608063**

14 Eastgate, LOUTH, Lincolnshire LN11 9NE Fax: (01507) 608063

Properties at Louth, Skegness, Marshchapel, Saltfleet, Alford, Sutton on Sea, Mablethorpe and Horncastle.

Also Shared Ownership / DIYSO.

**Havelok Homes Ltd Tel: (01472) 310000**

Hamshaw House, Brighowgate, GRIMSBY, North East Lincolnshire DN36 0QE

Properties at Louth.

**Housing 21 Tel: (01480) 453541**

Regional Office (East), Unit 9, Avro Court, Ermine Business Park, HUNTINGDON, Cambridgeshire PE18 6XS

Properties at Wainfleet (sheltered accommodation).

**Jephson Housing Association Tel: (01422) 373855**

Jephson House, Lowfields Business Park, Old Power Way, ELLAND, North Yorkshire HX5 9DE Fax (01422) 373858

Properties at Mablethorpe (sheltered accommodation).

**Lincolnshire Rural Housing Association Tel: (01790) 754219**

Markime House, Poole's Lane, SPILSBY, Lincolnshire PE23 5EY

Fax: (01790) 754508

Properties at Halton Hologate, Mareham le Fen, New Bolingbroke, New York, Theddlethorpe, Spilsby, Alford, Willoughby, Chapel St Leonards, Grainthorpe, Holton le Clay, Ingoldmells and Burgh le Marsh.

### Longhurst Housing Association

Boston Office **Tel: (01205) 354477 or (01205) 368684**

Leverett House, Gilbert Drive, Endeavour Park, Boston, Lincolnshire PE21 7TQ Fax: (01205) 366854

Shared Ownership / DIYSO co-ordinated from this office, ask for Ms Sue Ashby.

Lincoln Office **Tel: (01522) 871200**

14 Melville Gardens, LINCOLN Fax: (01522) 871010

Properties at Horncastle, Coningsby and Tattershall.

**North British Housing Association Tel: (0115) 969 1772**

16 Vivian Avenue, Sherwood Rise, NOTTINGHAM NG5 1AF

Properties at Horncastle and Louth.

**Nottingham Community Housing Association Tel: (0115) 9104444**

12 - 14 Pelham Road, Sherwood Rise, NOTTINGHAM HG5 1AP

Leicester Office **Tel: 0116 2992841**

Rowlinson Court, 6 Heathley Park, LEICESTER LE3 9EQ

Fax: 0116 2992843.

Properties at Louth, North Somercotes, Ingoldmells and Chapel St Leonards.