

Contents

- Services:

Debt advice case study: Breathing Space & County Court Claim

Briefing: offering accommodation to street homeless people

- Training:

Training availability

New bitesize e-learning topic

Group training

- Housing Matters articles:

Suitability of homelessness accommodation

Roundup of legislation, case law, guidance and news

Updated factsheet - Section 21: defences

Focus on legal aid: advising on eligibility for housing problems

- Shelter Legal

Services

Specialist Debt Advice: Enquiry of the month

I am advising a client who has been served a County Court Claim (N1) and response pack for a credit card debt.

We are still within the 14-day period in



which to respond to the claim and I have entered him into a Breathing Space moratorium in order to assess his options and consider an appropriate debt solution.

[Read more](#)

Need support with a debt case?

Shelter's Specialist Debt Advice Service (SDAS) provides accurate, timely advice to debt professionals across England and Wales to all Local Citizens Advice, local authorities, housing associations, and voluntary advice agencies.

You can [submit an enquiry](#) to the team online or call 03300 580 404.

[Find out more](#)

Briefing: Offering accommodation to street homeless people during the pandemic

On 20 December 2021, Eddie Hughes MP, Minister for Rough Sleeping and Housing, wrote to all local authorities in England. He set out a £25 million funding package, and gave directions on:

- who to accommodate
- non-UK nationals who aren't eligible for homelessness assistance
- safe and appropriate accommodation.



[Read more](#)

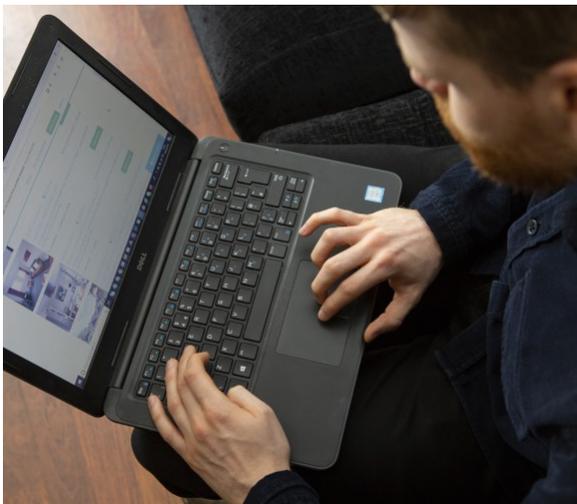
Need help with housing or welfare benefits enquiries?



We provide specialist advice on housing, housing debt and welfare benefit issues to help you support your clients. Call us on 0300 330 0517 or [speak to an adviser via webchat](#).

[Read more](#)

Training update



Training availability

Almost all our scheduled ninety-minute webinars in February and March are fully booked. April-June dates should be advertised on the [training schedule](#) page in early March.

In the meantime, [Shelter Training](#) is running a number of paid-for webinars for individuals.

We have limited availability to deliver funded webinars and face-to-face training to groups during April-June, please see the [training page](#) for details.

[Training schedule](#)

New e-learning topic: how to identify a landlord in the private rented sector

Delegates who complete this course will learn:

- Why it is important to know who a landlord is
- A tenant's legal rights to information about a landlord's identity
- The methods of identifying the landlord when information is not readily available

This course is suitable for customer services, triage, or generalist advisers and staff who support generalist teams, or advisers. The topic takes 10-20 minutes to complete.

[Find out more](#)

Group training

Webinars can be delivered, for free, to



groups of staff. We can deliver webinars to a minimum of 15 delegates and a maximum of 25 delegates per session.

Contact nhastraining@shelter.org.uk with any requests or queries.

Please note: there is limited availability in March–June for NHAS group training (for both face-to-face and webinar sessions).

[Read more](#)

Housing Matters



Suitability of homelessness accommodation

Nick Turner discusses the suitability of homelessness accommodation and how an applicant can challenge an unsuitable offer.

[Read more](#)



Monthly round up of legislation, case law, guidance and news

Includes case law on rent repayment orders, a judicial review of the end of Everyone In, and a report assessing the court's response to the pandemic in possession cases.

[Read more](#)

[View all Housing Matters news and articles](#)

Updated factsheet - Section 21: defences

This factsheet has been updated to clarify that since 1 October 2018 the use of prescribed Form 6A is mandatory for all assured shorthold tenancies granted in England, irrespective of the date when they began.

You can find this factsheet under the 'Eviction' section on the [factsheets](#) page.



Focus On

Legal aid: advising on eligibility for housing problems

Legal aid provides a vital lifeline in terms of access to justice for people who cannot afford the cost of specialist legal advice and representation at court.

Advising people whether they qualify for legal aid is a critical part of a frontline adviser's role. Assessing means for civil legal aid can be very complicated and is based on very detailed Regulations and guidance.



[Read more](#)

Shelter Legal

New pages in Shelter Legal:

- [Outlining the requirements for a valid section 21 notice to end assured shorthold tenancies](#)
- [What makes a section 21 notice invalid](#)
- [The process a landlord must follow to evict an assured shorthold tenant after serving a section 21 notice](#)
- [Money claims and judgements](#)
- [The process to follow when applying to set aside a possession order](#)
- [The process to follow when applying to vary the terms of a possession order](#)
- [The process to follow to discharge a possession order](#)
- [The basics of legal aid for housing and related problems](#)
- [Options for people who are not eligible for legal aid](#)

For all the latest updates see [what's new on Shelter Legal](#)

Who we are?

We provide free expert advice, training and support to professionals working in local authorities, voluntary advice agencies and public authorities in England.

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