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## Services

**NHAS help Citizens Advice  
resulting in housing benefit  
overpayment being written off**



An NHAS adviser recently helped Citizens Advice assist their client who had been overpaid housing benefit. Due to an underlying entitlement the debt was written off.

[Read more](#)



## Shelter's Specialist Debt Advice Service now available to contact by webchat

Are you an adviser dealing with debt cases for a client? Check your understanding of the law or seek a second opinion using our new webchat service.

Get in touch (Monday to Friday 9am-5pm) for fast answers to your debt relief order and breathing space questions, supported by legal references and further reading.

[Read more](#)



**Specialist advice on housing & welfare benefit queries**

**Need help with housing or welfare benefits enquiries?**

Call NHAS on 0300 330 0517 or [speak to an adviser via webchat](#).



**Specialist Debt Advice Service**

**Need support with a tricky debt case?**

Call the Specialist Debt Advice Service on 03300 580 404, [submit an enquiry](#)

online or speak to an adviser via webchat.

## Training update



### July and August webinars

Spaces on our ninety-minute summer webinars are now available to book but act fast as places will fill up quickly.

All webinars are free to attend as they are fully funded by the Department for Levelling Up, Housing and Communities (DLUHC).

See what topics are available to book in the [training portal](#). There is very limited availability left on June webinars.

### Training schedule

### New pre-recorded webinar Mortgage possession: helping tenants of landlords

This 46-minute webinar covers the key questions to ask a client whose landlord is faced with repossession from their mortgage lender, the importance of identifying an 'authorised or unauthorised' tenant, what these terms means, and the repossession process for the lender/landlord and tenant.

[Find out more](#)



## Housing Matters



## Eligibility for homelessness assistance: toolkit

A collection of resources for advisers supporting people seeking help from a local authority.

The toolkit has links to selected resources for professionals and for the public, and to relevant legislation and guidance.

[Read more](#)



## Suitability of homeless accommodation for migrants

Lower suitability requirements for homeless accommodation apply to people who make a homeless application within two years of their arrival in the UK.

This article covers the changes to the regulations and factors local authorities need to consider.

[Read more](#)



## Mental health crisis moratoriums: one year on

Housing Matters talks to Darren Caisley, a mental health and money adviser at Rethink Mental Illness.

Darren tells us about mental health crisis moratoriums under the Debt Respite Scheme and his role in the recent case of *Lees v Kaye*.



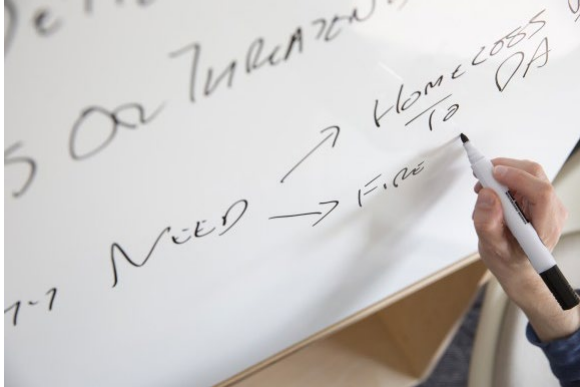
## Monthly round up of legislation, case law, guidance and news

Includes changes to homelessness suitability of accommodation rules, Building Safety and Fire Safety Acts, case law on breathing space debt moratorium, updated guidance for people fleeing the war in Ukraine and news about the Queen's Speech 2022.



[Read more](#)

[Read more](#)



## Updated factsheets

New and updated factsheets this month:

- NEW - Applying as homeless: council inquiries
- NEW - Mental health crisis moratoriums
- Right to rent checks

[View all factsheets](#)

## Homeless rights checker

Shelter Legal has published a new interactive tool! It provides an indication of what homeless rights someone has based on their immigration and residence status. This includes whether a person is likely to be eligible for homelessness assistance from a local authority. It also covers help from social services under the Children Act or Care Act.

The tool takes about five minutes to complete, gives an answer within three clicks, and provides legal references at the end of each answer. The answer is for guidance only.



[Read more](#)

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

# Shelter Legal

## Shelter Legal updates

- [New Class of people fleeing the war in Ukraine eligible for homelessness assistance and for social housing](#)

- **Changes to suitability requirements for homeless accommodation provided to people who apply within two years of arriving in the UK**
- **Defence of undue influence available to a guarantor who felt pressured by the debtor**
- **Protection for guarantors of credit agreements under the Consumer Credit Act and Financial Conduct Authority rules**
- **How a guarantor for a tenancy could defend a money claim if the tenant does not pay their rent or causes damage to the property**
- **Legal aid housing possession court duty scheme to be replaced by new housing loss prevention service from April 2023**

**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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