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Services

FYI: NHAS Advice Line will be closed for training on Tuesday 30th November between 12pm - 2pm



NHAS help reverse Universal Credit housing cost decision for domestic abuse victim

We recently helped Women's Aid overturn a Universal Credit housing cost decision for a domestic abuse victim.

[Read more](#)



Specialist advice on housing & welfare benefit queries

Need help with housing or welfare benefits enquiries?

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



Specialist Debt Advice Service

Need support with a difficult debt case?

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

Training update

January to March webinar dates now available to book



Early 2022 webinar sessions are now available to book through the [training portal](#). Take a look at the training schedule for topics, dates and times.

Webinars can be delivered for free to groups of 15-25 staff, including basic tailoring where appropriate. We have recently reintroduced three full-day [face-to-face training courses](#) for delivery to groups of 8 to 16 delegates.

Please note: although we are fully booked for group webinars throughout December, we have some availability for face-to-face delivery. Please contact nhastraining@shelter.org.uk with any requests or queries.

[View training schedule](#)

Limited availability: Implementing the Domestic Abuse Act

**Wednesday 8 December 2021
9.30am-1.30pm**

We have a small number of places remaining. Join Shelter and expert

speakers from across England to look at best practice in implementing the Domestic Abuse Act.

The event will feature speakers from

- The office of the Domestic Abuse Commissioner
- Local Domestic Abuse Boards, and organisations
- Davina Hanman-James (Violence Against Women Consultant)



[Book your place today](#)

Housing Matters



A year of duty advice in the pandemic: what next for housing possession?

Mark Bowden, Head of Legal Services at Shelter, shares lessons learned from the pandemic and considers the challenges that lie ahead.

[Read more](#)



Advising on section 21 notices: resources round up

Resources on section 21 notices for advisers and practitioners dealing with tenancy issues and defending possession proceedings.

[Read more](#)



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

Includes new regulations on granting secure tenancies to survivors of domestic abuse, changes to the eligibility rules in Wales, case law on repeat applications and updates to the Homelessness Code of Guidance.

[Read more](#)

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



Focus on: what to look out for when checking a notice



A notice is the first step in the landlord regaining possession of a rented property. Eviction is a three-step process. After the notice expires the landlord must obtain a possession order and a bailiffs' warrant before the tenant has to leave.

Madeleine Hunter, Noor Khan, Adam Lindsay and Ian McGarry outline the basic principles of checking whether a notice served by a landlord is valid.

[Read more](#)

Shelter Legal

Recent updates to Shelter Legal include:

- [End of the Overall Arrangements for Possession Proceedings, that provided for review dates and case marking](#)
- [Withdrawal of government guidance on the Rental mediation Service](#)
- [Survivors of domestic abuse to be granted a lifetime social tenancy if transferring from an existing lifetime tenancy](#)
- [New classes of people eligible for homelessness assistance in Wales, including certain people from Hong Kong and Afghanistan](#)
- [Case law on banning orders and what the Tribunal can take into account in relation to a spent conviction](#)
- [Costs of proceedings for the purpose of sending a notice of forfeiture can be recovered as service charges](#)
- [Court of Appeal holds that service charges payable to a tribunal-appointed manager were recoverable](#)
- [DWP circular confirms that housing benefit claimants who apply to the EU Settlement Scheme after 30 June 2021 and receive a certificate from the Home Office can claim benefits until the outcome of their application or appeal](#)

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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