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Services



NHAS assist advice agency in homeless application u-turn and secure emergency accommodation for client

An advice agency contacted us about their client who made a homeless application to his local authority. They discharged their duties to him as they decided he wasn't in priority need.

[Read more](#)

Shelter's impact report 2020/21

Following the outbreak of coronavirus and lockdown, we mobilised our supporters to demand greater support and protections for renters, and to ensure a safe home for everyone who needed it during the public health emergency.



[Read the report](#)



Specialist advice on housing & welfare benefit queries

Need help dealing with housing & welfare benefit 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

Face-to-face group training at your own venue



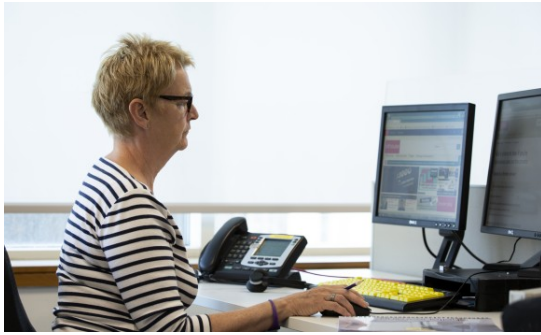
We are fully booked for group webinar delivery till December. However from mid-October we can deliver the following full-day face to face training courses:

- Housing Status and Security of Tenure
- Homelessness Duties
- Advising on Possession Proceedings for Rented Housing

Email nhastraining@shelter.org.uk for course outlines.

[Group training](#)

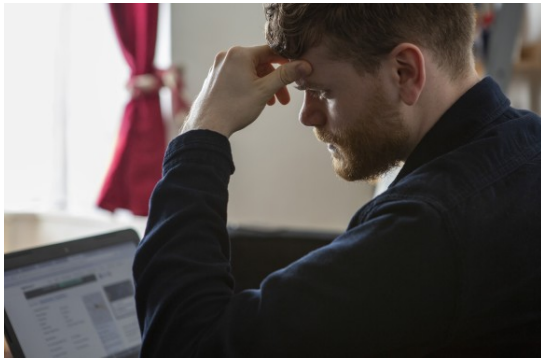
October to December scheduled webinars



Our training schedule now has a dedicated page on our website. Webinar dates between October and December are now available to book through the [training portal](#).

[View training schedule](#)

Housing Matters



When landlords cannot use section 21 notices

John Gallagher, Principal Solicitor at Shelter, sets out the conditions that landlords must comply with before serving a valid section 21 notice.

[Read more](#)



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

This month's round-up includes the extension of the interim period for possession claims, shorter notices for tenants in rent arrears and automatic priority need for victims of domestic abuse.

[Read more](#)

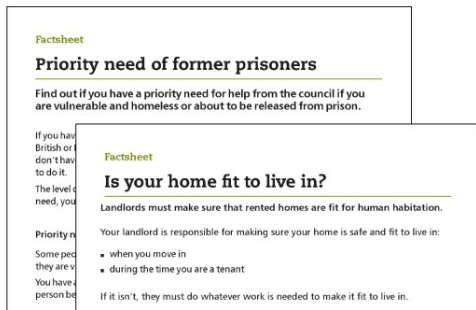


Supporting people on probation: resources roundup

Shelter and NHAS have a range of information resources for professionals supporting a person on probation with a housing problem.

[Read more](#)

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



Factsheets

We have two new factsheets:

- Priority need of former prisoners
- Is your home fit to live in?

You can find them both on the factsheets page.

[View all factsheets](#)



Focus on: local connection and people leaving prison



We look at what professionals need to know about local connection when supporting a person leaving prison in making a homeless application.

If a person does not have a local connection to the local authority they apply to, it may be able to refer them to another area where they do have a local connection.

[Read more](#)

Shelter Legal

Recent updates to Shelter Legal include:

- [The public authority duty to refer](#)
- [Ending the interim duty to accommodate homeless applicants](#)
- [Local authority duties where a fresh age assessment reveals that the asylum seeker is a child](#)
- [Non-binding court decision about the impact of the coronavirus pandemic on priority need](#)
- [Updated references to the coronavirus-related safety measures that affect tenants](#)
- [Out of time requests to review a decision not to grant a new flexible tenancy](#)
- [Local authority help with housing for people who have been in prison](#)
- [How to keep a home when someone is in prison](#)
- [Right to rent remote checks extension until April 2022](#)
- [Court of Appeal decision about rent repayment orders against superior landlords](#)
- [New rules on the payments for displacement from the home](#)
- [Whether a long lease can be forfeited by a landlord if there is an outstanding appeal](#)

- **Update on the Financial Conduct Authority voluntary sale rules for mortgage borrowers**
- **Advice about changing mortgages and the distribution of money if a mortgage payment does not cover both interest and capital repayment**
- **Budget planner for mortgage borrowers and information about complaints to the Financial Ombudsman**

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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