



Preventing homelessness and improving housing through expert advice, training and support to those working at the frontline

Here to help local authorities and advice agencies on 0300 330 0517



[Consultancy Line](#)



[Housing Debt Casework](#)



[Training](#)

NHAS Roadshows



We had another successful round of roadshow in Birmingham, London and Peterborough, thank you to everyone that participated.

[Log in to view the presentations](#) - go to the Training page, then click on the Events link.

Watch this space for upcoming roadshows in the autumn.

Reminder for Local Citizens Advice and advice agency members: [Changes to NHAS Training Programme for April 2018](#)

Courses from 1 April 2018 are now booked via www.nhas.org.uk. Log in to view and book any of our scheduled face to face courses and webinars in our new online calendar. If you have any queries please email us at nhas@shelter.org.uk

Don't get left behind - make sure you are kept up to date with new developments to the free housing training programme available to you – email nhas@shelter.org.uk to join the mailing list.



Consultancy Line – update to the housing consultancy line and anonymity of cases: From Monday 18 April 2018, the CL will no longer ask for client postcodes or dates of birth. All callers to the consultancy line are given a reference number during the call. Please make sure you have this to hand if you need to call us back about the same case, as this will help us to quickly find your cases details.

Homelessness Reduction Act Update

- **NHAS support with HRA:** you can contact our team of expert advisers on 0300 330 0517 or via webchat.

Shelter

From 3 April 2018, there will need to be a major change in the way local housing authorities respond to homeless people. So being aware of this change is very important for those who advise and support homeless households.

Shelter have published a [Homelessness Reduction Act Briefing](#), aimed at local housing authorities, local councillors with housing responsibilities, those who work with homeless people and useful for other audiences.

- **Homelessness and legal aid:** From 3 April 2018 clients living in England threatened with homelessness within 56 days are within scope for legal advice following implementation of the Homelessness Reduction Act 2017. Previously, clients in England were not entitled to legal advice until the threat of homelessness was within 28 days. The change means that the definition is now consistent across both England and Wales. The Housing (Wales) Act 2014 introduced this change in Wales in April 2015. [Find out about the rule change for clients threatened with homelessness.](#)

Stats/Updates/etc

Shelter Legal

Shelter Legal is subscription free – get updated with [what's new in Shelter Legal](#).

- [Statistics published on SMI loan take up:](#) More than half of those in receipt of Support for Mortgage Interest say that they will decline the offer of the new loan being introduced from April 2018
- [Universal Credit Updates:](#) Coming in to affect in April 2018
- [Universal Credit and your home: Information for householders](#) - the DWP published updated guidance as to how Universal Credit can help with housing costs and how claimants are expected to pay their landlord themselves.



Have a question regarding your client's mortgage arrears or housing costs related welfare benefits issues?

NHAS members can contact our specialist consultancy service at HDCConsultancy@shelter.org.uk for free advice.



[Housing Matters: April 2018](#)

In this issue:

- Article: Rogue Landlord Databases
- Article: Casework: after the initial meeting
- Leaflet: Universal Credit - help with you mortgage

There's also legislation changes affecting homelessness, rogue landlords and SMI, and an item on the need for Energy Performance Certificates or at least Band E for private landlords wishing to grant a new tenancy.

Recently published

- [Evaluation of the StreetLink project](#): Homeless Link publish an evaluation of the Streetlink project against its original objectives.
- [Housing support for young people](#): the government will amend regulations so that all 18 to 21-year-olds will be entitled to claim support for housing costs within Universal Credit. The DWP says that they will be assured that if they secure a tenancy they will be entitled to receive support towards their housing costs in the normal way. [Read the research briefing](#), published by the House of Commons Library. [Homeless Link published a response](#) to this change in regulations
- [Updated Mortgage Arrears Guide](#) and [Homelessness factsheet](#) from National Debtline, NHAS & Citizens Advice
- [Updated Assisted Voluntary Sale Guide](#) from NHAS



advice and support for older age
**Independent
Age**

[Unsuitable, insecure and substandard homes: The barriers faced by older private renters](#) – this report analyses national data about older private renters and compares it with that of homeowners and social renters.

Case Law

- [Recent Homelessness and Allocations Cases](#)



Plan to end homelessness – Crisis invitation to the launch of their 2018 event.

Monday 11 June 2018

9.30am to 4.30pm

Location – London

[Find out more at crisis.org.uk](http://crisis.org.uk)

NHAS updates

NHAS training

You can [Log in](#) to view and book the latest webinar topics and dates on our online calendar.

For Citizens Advice and Advice Agencies

In light of the Homelessness Reduction Act, we've introduced an updated Housing Advice Next Steps for Local Citizens Advice & Advice Agency members – the course aims to enable advisers to give advice and assistance to people making homeless applications. We will be

scheduling training dates in quarter 2 – and will publish these on the website shortly. If you would like to find out more about this course email nhas@shelter.org.uk.



Webchat Facility

Access to housing consultancy via Webchat is a popular way for members to get free advice. Webchat is accessed by going to www.nhas.org.uk and clicking on the 'live chat' button.

In February...



81

training courses were delivered, through a mix of face to face and webinar sessions to local authorities, local citizens advice and other agencies.



677

calls were answered, 52 emails were dealt with and 85 webchats took place. Giving timely, expert advice over the phone and online.



126

cases were closed by the housing debt casework team - this was both direct work with the client and second tier advice.

If you'd like to be added to or removed from our distribution list, or have problems accessing any of the materials in the bulletin, please email nhas@shelter.org.uk.

Regards,
The NHAS Team
www.nhas.org.uk

NHAS is funded by the Department for Communities and Local Government. We support the prevention of homelessness by enabling frontline providers to deliver good quality housing and homelessness advice.