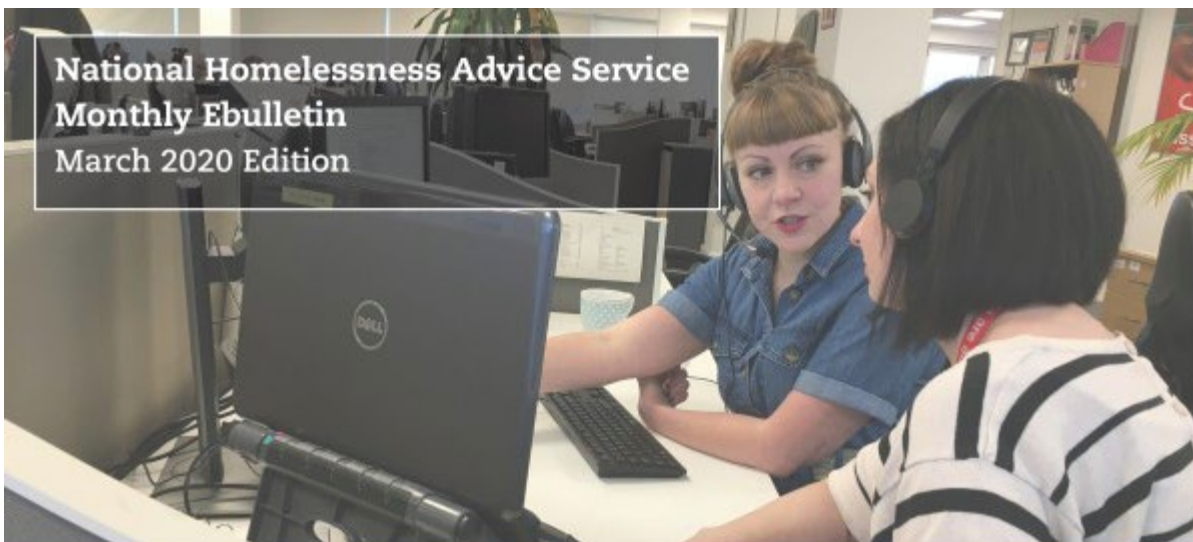


National Homelessness Advice Service
Monthly Ebulletin
March 2020 Edition



Service Updates

Covid-19

The NHAS website is being updated on a daily basis with [new guidance and information on COVID-19](#) from government and other relevant organisations.

Current articles include;

- [Government Support for Landlords & Renters Reflecting Coronavirus Outbreak](#)
- [Turn2Us Guidance & New Covid-19 Benefits Calculator](#)
- [Coronavirus advice in 21 languages](#)
- [Guidance for hostel or day centre providers of services for people experiencing rough sleeping](#)
- [Guide for Prisons & Detention Centres](#)
- [Guidance for Gypsy, Traveller and Liveboard Boater Communities](#)
- [Government Agrees With Energy Industry to Support Vulnerable](#)
- [Financial Guidance from The Money and Pension Service](#)

We are also updating our social media platforms throughout the day follow us on LinkedIn [here](#) and join our Facebook group [here](#).

Shelter Coronavirus Housing Advice

We are here to help. Visit our [coronavirus and housing information page](#) for advice on housing rights and the latest legislation.

The Shelter logo consists of the word "Shelter" in a white, sans-serif font, centered within a solid red rectangular background.

Our top priority remains the people we support, and we are working hard to limit the impact on our services.

As a precautionary measure, in line with government guidance, we're temporarily moving our face-to-face support to online advice, so those who need support can still access free and expert help.

Please note: These Shelter services are aimed at members of the public.

A graphic with a white background and a thin black border. It contains the text "Coronavirus housing advice" in bold black font at the top, and a red outline icon of a house with a chimney at the bottom right.

**Coronavirus
housing advice**

[Read more about Shelter's online information and support here](#)

NHAS & HMPPS Joint Learning Event

NHAS, in partnership with HMPPS, ran a second successful learning workshop for offender management practitioners at the Ministry of Justice in London on the 26th February 2020.

[You can download the post-event report & feedback summary here](#)

Services

Consultancy Line

It is still business as usual for the NHAS Consultancy Line team. Here to take your calls and webchats Monday to Friday 9-6. We are keeping our staff safe by following government guidelines including supporting all Consultancy Line staff working from home.

Welfare Benefits and Housing Debt Team

Did you know that on the NHAS consultancy line we have a Welfare Benefits and Housing Debt team? We can give telephone advice on Housing Benefit and Universal Credit Housing Costs.

We can also provide advice on the following:

- Universal Credit - basic checks on eligibility and entitlement
- Possession action by social landlord for rent arrears
- Possession action due to mortgage arrears

- Possession action due to arrears on a loan secured on the property

Contact us on 0300 330 0517 or webchat nhas.org.uk

Training and Distance Learning Update

Face-to-Face Training Suspended

Following the government's guidelines on COVID-19, and to ensure the safety of our staff and members, we have ceased delivery of all face-to-face training until further notice.

Webinars

Our April webinar programme is continuing largely as previously advertised. Please see below for an update on which April sessions are running and still have spaces available.

From 1 May onwards there will be more revisions and additions to the webinar programme, as we prioritise topics and introduce new ones in the light of current events. Please keep an eye out for email updates from 'NHAS Training' regarding these over the next couple of weeks.

April Webinars

At the time of writing we have space on the below webinars. All of our April webinars will be delivered using Zoom, which does not require Adobe Flash or for you to dial in.

Course Name	Date
Understanding Homelessness Reduction Act Duties	2 April 10:30am - 12pm
Understanding Homelessness Vulnerability	2 April 2:30pm - 4pm
Understanding Homelessness and Housing: Local Authority Duties	23 April 10:30am-12pm
Understanding Suitability of Accommodation	27 April 10:30am-12pm
Persons from Abroad: An Introduction to Cost Entitlement for EEA National Households	28 April 2:30pm - 4pm
Housing Duties to Young People	29 April 10:30am - 12pm
FOR EXPERIENCED STAFF ONLY:	
Assured Shorthold Tenancies: s21 Notices	20 April 10:30am-12pm
Suspending a Warrant	21 April 10:30am-12pm

How to Book:

Login to the [training portal](#), go to course search and pick 'web' as the course type for a full list of available webinar titles.

Please Note: we are working on making all of our webinar titles available as pre-recorded versions to provide flexibility during this difficult time. Please email nhastraining@shelter.org.uk to express your interest. You can also use this email address if you have trouble logging into the training portal.

Bitesize Online Training

All our bitesize online packages are designed to be completed in your own time, with each session taking around 30-60 minutes. You can access bitesize training through our [training portal](#) and going to 'Course Search' and selecting 'E Learning' from the 'Type of course' drop down menu.

Resources

NHAS Factsheet

[Is your home fit to live in?](#)

The Fitness for Habitation Law now applies to all periodic tenancies. Take a look at our updated [factsheet](#) which explains when a landlord has to take steps to make a home fit to live in, and what tenants can do if their landlord does nothing.

News & Updates

[Homeless Link to Deliver Weekly, FREE Covid-19 Webinar](#)

This is a weekly webinar update, every Wednesday between 3pm-4pm, as homelessness services respond to COVID-19.

[Groundswell and #HealthNow Partners Launch Covid-19 Toolkit](#)

The toolkit will support the planning of national and local responses to COVID-19.

[Government Support for Landlords & Renters Reflecting Coronavirus Outbreak](#)

The government has brought forward a package of measures to protect renters affected by coronavirus (COVID-19). With these in force, no renter in either social or private accommodation will be forced out of their home.

[Rough Sleeping Snapshot in England: Autumn 2019](#)

Statistical release about the annual single night snapshot of the number of people sleeping rough in local authorities across England.

[Housing Affordability in England & Wales: 2019](#)

Data on house prices and annual earnings to calculate affordability ratios for national and subnational geographies in England and Wales, on an annual basis.

[What the Homes \(Fitness for Human Habitation\) Act 2018 Means for Advisers](#)

How-to-guide explaining how the Act enshrined a legal minimum standard of conditions in rented homes.

[Housing Secretary Confirms New Support for Survivors of Domestic Violence](#)

£16.6 million given to 75 projects to help fund domestic abuse refuge services. A list of local authorities receiving funding can be found [here](#).

[Local Authority Spending on Homelessness: 2020 Update](#)

This research by WPI Economics, on behalf of St Mungo's and Homeless Link, shows that last year, councils in England spent nearly £1 billion less on services supporting single homeless people compared to a decade ago.

[Whole Housing Approach \(WHA\) Toolkit](#)

With funding from the Ministry of Housing, Communities and Local Government (MHCLG), the first WHA project was piloted over 18 months. A multi-agency project

delivery team worked together to develop the WHA from concept to delivery and provided domestic abuse initiatives and practices across a range of accommodation settings and tenure types.

Effects on Mental Health of a UK Welfare Reform, Universal Credit

A longitudinal controlled study.

Plymouth Teaching Assistant in the Grips of Loan Shark During Coronavirus Crisis

The member of staff at a Plymouth school for kids with additional needs is urging people not to fall into loan sharks' jaws.

Consultations

Open Consultation First Homes

Summary: MHCLG are seeking views on the First Homes policy which will deliver discounted homes for local people. This consultation closes at **11:45pm on 3 April 2020**



What's New

Restrictions on Eligible Rents: Social Rented Sector Tenants

The restrictions applicable to the eligible rent of a social rented sector tenant in receipt of housing benefit.

Payment Condition

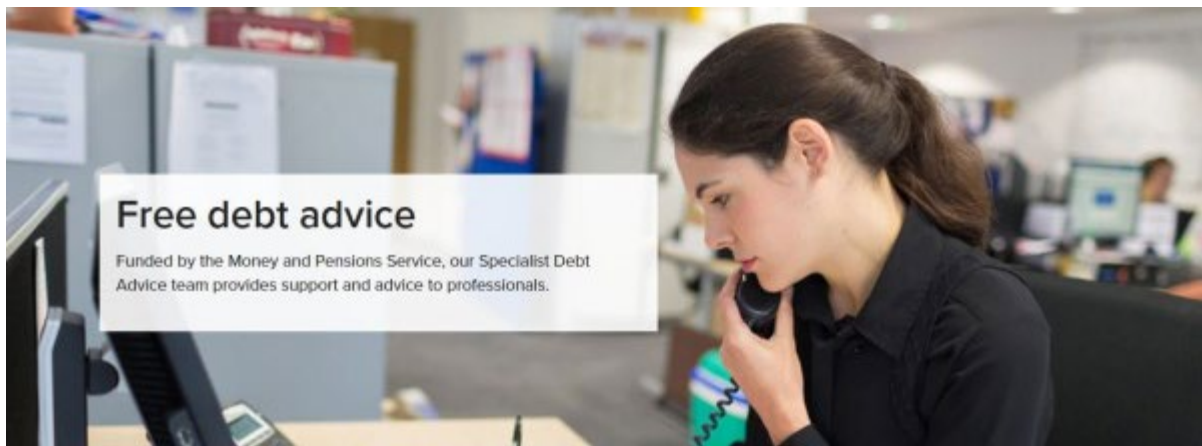
The housing cost element under universal credit can be claimed for rent payments and service charges.

Public Sector Equality Duty

Public authorities in the exercise of their functions must have 'due regard' to the need to promote equality.

Family of Workers and Self-Employed

An overview of the right to reside and eligibility for housing assistance of family members of workers and self-employed people.



Shelter's Specialist Debt Advice Service

Our Specialist Debt Advice Service (SDAS) provides free, expert guidance to advice workers to support them with their complex debt cases. Please note this service is for professionals only and does not assist members of the public.

This includes:

- Comprehensive referencing for complex cases
- Clarification on new laws
- Answers to technical queries
- A second opinion

[Web enquiries](#) can be made 24 hours a day, 7 days a week. A telephone service is open 9am – 5pm Monday to Friday.

Call now on 03300 580 404.

Find us at shelter.org.uk/debtadvice

Thank you for reading,
The team at NHAS

Who we are?

We are here to help local authorities, local citizens advice, public authorities and advice agencies with their housing and homelessness queries. Working together with the aim of preventing homelessness, we give expert advice, training and support to those working at the frontline. Our telephone consultancy service is open 9am - 6pm Monday to Friday, our trainers deliver training courses across the whole of England and our website holds a wealth of information, including past eBulletins, factsheets and guides to assist you with your housing and homelessness queries. You can find out more here: www.nhas.org.uk



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 Please remember to add

Follow us:

nhas@shelter.org.uk to your email address book to ensure that our emails are not placed in your junk mailbox. NHAS is funded by the Ministry of Housing, Communities and Local Government. We support the prevention of homelessness by enabling frontline providers to deliver good quality housing and homelessness advice.



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