



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 closed Facebook group launched!](#)



This month we took our first steps into the world of social media. The group is here for you to be able to share ideas and useful links, and talk to others who work in different places. We will keep you updated with posts on legislation changes, promote training courses and pass on snippets of advice from our experienced advisers as well as other useful links.

If you would like to join the group, please find 'National Homelessness Advice Service (NHAS)' on Facebook and request to join. If you are reading this online, you can click here to be taken straight to the group: <https://www.facebook.com/groups/353458575149982/>



#### **NHAS Roadshow - Spring 2018: Homelessness Prevention & Good Practice feedback summary**

Thank you to those of you that came along to one of our NHAS Roadshows in March, and to those who provided feedback on the events. We will take all of your comments on board to make sure the next round of events are just as good/even better next year!

[Read a summary of the feedback.](#)

#### **HRA update**



#### **New NHAS member type - 'public authorities/statutory agencies'**

Agencies defined as 'statutory agencies' or 'public authorities' in the Homelessness Reduction Act code of guidance are now able to use the NHAS.

[Details of the public authorities subject to the duty to refer listed in the Code of Guidance.](#)

If you are a local authority or advice agency who works with these statutory agencies please pass on our details so your partners can benefit from NHAS services, especially statutory agencies seeking advice in light of HRA and duty to refer.

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

#### [Resolution of disputes – changes made on 22 May 2018](#)

Voluntary guidelines on the procedure for referrals of homeless applicants to another local authority, and for resolving disputes between local authorities set out in the 'Procedures for referrals of homeless applicants to another local authority' has now been updated to take account of the changes introduced by the Homelessness Reduction Act 2017, and is available on the [Local Government Association website](#).



[Crisis have produced HRA fact sheets](#) for the public plus a one page summary of the key changes.

You can also read about [the work Crisis are doing to support implementation of the HRA](#).

You can also join Crisis at their **Everybody In: How to end homelessness in Great Britain** conference on 11 June 2018. New Secretary of State for Housing, James Brokenshire and Leader of the Labour Party, Jeremy Corbyn, will be delivering keynote speeches. Delegates will also have the chance to hear from international speakers from Finland, France and Denmark.

- [See the full agenda for the Crisis conference](#)

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#### Stats/Updates/etc

- [Mortgage and Landlord Possession statistics: January to March 2018](#) - This report presents National Statistics on mortgage and landlord repossessions in England and Wales for January to March 2018
- Shelter Legal update - the following items have changed on Shelter Legal:
  - [Homelessness and young people](#) - The MHCLG has updated statutory its statutory guidance on the provision of accommodation for 16 and 17 year old young people who may be homeless and/or require accommodation
  - [Making a homelessness application](#) How, where and when a homeless application can be made. This content applies to England
  - [Family of workers and self-employed](#) - A child of an EEA national who is working or has worked in the UK has a right to access education in the UK according to Article 10 of EU Regulation 492/2011
  - [ASB: Overview of legislation](#) - In (1) Worthington (2) Parkin v Metropolitan Housing Trust Ltd [2018] EWCA Civ 1125, the Court of Appeal held that a housing association had harassed two of its tenants within the meaning of section 1 of the Protection from Harassment Act 1997
  - [Damages](#) - Where a tenant who has been unlawfully evicted sues for damages, general damages will usually be awarded at a nightly rate Smith v Khan [2018] EWCA Civ 1137

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#### Recently published

- [Secure Tenancies \(Victims of Domestic Abuse\) Act](#) - On 10 May 2018 the Secure Tenancies (Victims of Domestic Abuse) Bill received Royal Assent. The government legislation makes provision about the granting of old-style secure tenancies in cases of domestic abuse. The

substantive provisions in the Act will come into force on such day as the Secretary of State may appoint by statutory instrument.

- **More must be done to help survivors of domestic abuse to be safe at home** - SafeLives, a national domestic abuse charity, has published new research that reveals a system that fails to meet the needs of survivors, leaving many to fall into a cycle of homelessness and abuse. The charity's fifth [Spotlight report, Safe at Home](#), calls for urgent change in the way we support survivors with housing
- [Universal Credit \(UC\) is the Government's new working-age benefit](#) - The Government is currently rolling out the UC full service, the service all areas will eventually use, across Great Britain. The UC roll out tool shows when the UC full service launched, or is scheduled to launch, at jobcentres in and around your constituency.

**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](mailto:HDCConsultancy@shelter.org.uk) for free advice.**

- [Universal Credit and landlords](#) - the Department for Work and Pensions further updated its guides explaining what Universal Credit means for landlords. The updates take into account Universal Credit and temporary accommodation changes from 11 April 2018.
- [Benefit sanctions inquiry](#) - DWP Select Committee would like to hear from you if you have experience of benefit sanctions, share your experiences & thoughts on what can be improved. Deadline 25 May 2018.

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## NHAS updates

### NHAS training - New training booking system

We are currently working on implementing a new training booking system and we hope that this will make it easier for you to book places on our courses and webinars.

Ideally we would like our members to be able use the training booking system as soon as we launch, and to help prepare for this you can pre- register your organisation. With a few simple pieces of information, we can set up you up in advance so that you will able to book places or submit requests for your free NHAS training as soon as we go live.

**To get you started, we need to know who the main account manager will be, this should be the manager that approves any training requests.**

Please [submit](#) the following fields by return email **by 3<sup>rd</sup> June 2018**:

First name:

Last name:

Job title:

Email address:

Organisation name:

Main contact telephone:

Register in advance for our launch, to access your free NHAS training as soon as we go live. If you have any questions in the meantime, email us at [nhas@shelter.org.uk](mailto: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](http://www.nhas.org.uk) and clicking on the 'live chat' button.

From January - March 2018



2174

Is the number of people our training team met with to deliver courses on a range of housing issues and topics. This is across the whole of England.



80%

of those who contacted the consultancy line for advice were more confident in dealing with their current and future, similar, cases.



96%

of direct casework clients said that their issues were either fully resolved or were significantly better following advice from the housing debt team.

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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](mailto:nhas@shelter.org.uk). (We will never sell or swap your details for marketing purposes). For our full privacy policy, please visit [shelter.org.uk/privacy](http://shelter.org.uk/privacy).

Regards,  
The NHAS Team  
[www.nhas.org.uk](http://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.