

We're here to help you with your housing
and homelessness queries.

September 2019 eBulletin

Service Updates

Resources

- [Vulnerability Guide updated September 2019](#)
- NHAS End of Year Report 2018/19 now available on the NHAS website, download the report [here](#).

Information

October Webinars

Webinar Dates & Times - October

Local Authority

| Course | Date | Time |
|--|----------|-------|
| Introduction to Homelessness and Local Authority Duties | 02/10/19 | 14:30 |
| Introduction to the Homelessness Reduction Act | 07/10/19 | 10:30 |
| Assured Shorthold Tenancies: S21 notices | 09/10/19 | 14:30 |
| Tenant Fees Act 2019 | 10/10/19 | 10:30 |
| Public Authorities Duty to Refer | 11/10/19 | 10:30 |
| Suitability and Out of Area Placements | 14/10/19 | 14:30 |
| Housing Duties to Young People | 17/10/19 | 10:30 |
| Under Occupancy Rules | 18/10/19 | 10:30 |
| Introduction to Homelessness and Local Authority Duties | 22/10/19 | 10:30 |
| Advice on Tenancy Deposits | 25/10/19 | 14:30 |
| Vulnerability | 28/10/19 | 14:30 |
| Persons from Abroad: An introduction to Housing Cost Entitlement for EEA national households | 30/10/19 | 10:30 |
| Public Authorities Duty to Refer | 31/10/19 | 10:30 |

Advice Agencies, Local Citizens Advice

| Course | Date | Time |
|--|----------|-------|
| Suspending a Warrant | 03/10/19 | 14:30 |
| Introduction to the Homelessness Reduction Act | 07/10/19 | 14:30 |
| Under Occupancy Rules | 18/10/19 | 14:30 |
| Vulnerability | 28/10/19 | 10:30 |

Public Authorities

| Course | Date | Time |
|---|----------|-------|
| Introduction to Homelessness and Local Authority Duties | 02/10/19 | 14:30 |
| Public Authorities Duty to Refer | 11/10/19 | 10:30 |
| Housing Duties to Young People | 17/10/19 | 10:30 |
| Introduction to Homelessness and Local Authority Duties | 22/10/19 | 10:30 |
| Vulnerability | 28/10/19 | 14:30 |
| Public Authorities Duty to Refer | 31/10/19 | 10:30 |

Local Authority Housing Training – October to December

We're introducing a programme of scheduled courses in quarter 3 to complement our existing in-house training offer for local authorities. The courses will take place in venues across England and will cover a range of courses from our existing programme, along with our newly developed Introduction to homeless inquiries briefing. [Take a look at the Local Authority training](#) taking place in the coming months. In-house training is still available as usual.

Training

Go to www.nhas.org.uk/training for more information about the courses we offer and how you can request training to be delivered in-house. Log in and go to the training calendar to book a place online and to see if there is anything else available for you to book on to.

Bitesize

All of our NHAS Bitesize packages have been updated and refreshed. You can book yourself on to the bitesize through our training booking system Accessplanit. The bitesize packages are designed to be completed in your own time, but generally take around 30 minutes. Log in to the website, and go to [training / bitesize](#) to find out more

Consultancy Line

How to contact us

0300 330 0517 or webchat www.nhas.org.uk

You can call between 9am and 6pm from Monday to Friday for specialist advice related to housing, housing debt and welfare benefits

Since we act as a consultancy service, we don't record your client's name. However, if possible, please have ready the following information before contacting us:

- your name and local authority
- your telephone number and email address
- details of the client's situation

London Roadshow



The poster for the London Roadshow event is divided into several sections. At the top left, it says 'LONDON NHAS AUTUMN ROADSHOW' in white text on a green background. Below this, it lists the date '3rd October 2019', time '10am - 3.30pm', and location 'Museum of London'. To the right of this is the NHAS logo (National Homelessness Advice Service). Below the logo, it says 'FREE EVENT'. The main body of the poster is a vertical green bar with white text listing the agenda: 'NHAS WORKSHOP: Tenant Fees Act', 'LEGAL UPDATE: John Gallagher, Shelter's Principal Solicitor', 'SOUTHWARK COUNCIL WORKSHOP: 'PRS Prevention & Relief' Daniel Ferlance, Housing Solutions Manager & Jerome Duffy, PRS Manager', 'EXPERT PANEL', and 'NETWORKING LUNCH'. At the bottom of the poster is a dark green bar with the text 'NATIONAL HOMELESSNESS ADVICE SERVICE' and 'NHAS.ORG.UK'. On the left side of the poster, there is a graphic of a house with various icons inside, including a hand, a gear, a lightbulb, a person, a house, a car, and a ladder.

We still have spaces for our London roadshow.

To book onto the event send an email to nhas@shelter.org.uk



Focus On: Overcrowding & Families

Children's Commissioner for England report [Bleak Houses: Tackling the crisis of family homelessness in England](#)

Overcrowding in England: [Briefing by National Housing Federation](#)

Lancashire family left in overcrowded conditions for more than a decade [Ombudsman's report](#)

News, Updates and Statistics

- Shelter report: [From the frontline Universal Credit and the broken Housing Safety Net](#) and
- Shelter Research Briefing: [The relationship between Local Housing Allowance Rates and rents](#)
- Universal Credit August 2019: [Universal Credit landlord engagement newsletter](#)
- Crisis report: [Cover the Cost: Restoring Local Housing Allowance rates to prevent homelessness](#)
- Mixed Age Couples the new rules: [Complex rules see increase in queries](#)
- EU Settlement Scheme: [Community support for vulnerable citizens](#). Organisations funded to provide support to vulnerable and at-risk EU citizens applying to the EU Settlement Scheme.
- Right to Rent: [Private landlords' duty to carry out immigration status checks](#)
- Anti-social behaviour and housing – England
 - [Anti-social behaviour in social housing \(England\)](#)
 - [Anti-social neighbours living in private housing \(England\)](#)
- Oxford City Council: [Clamps down on rogue landlords with action against 'beds in sheds'](#)

Case Study: Shelter Offender Services

Shelter has been supporting people involved with the criminal justice system since 2011. They help people like John, a service user who was at risk of losing his tenancy due to rent arrears which had built up during his prison sentence.

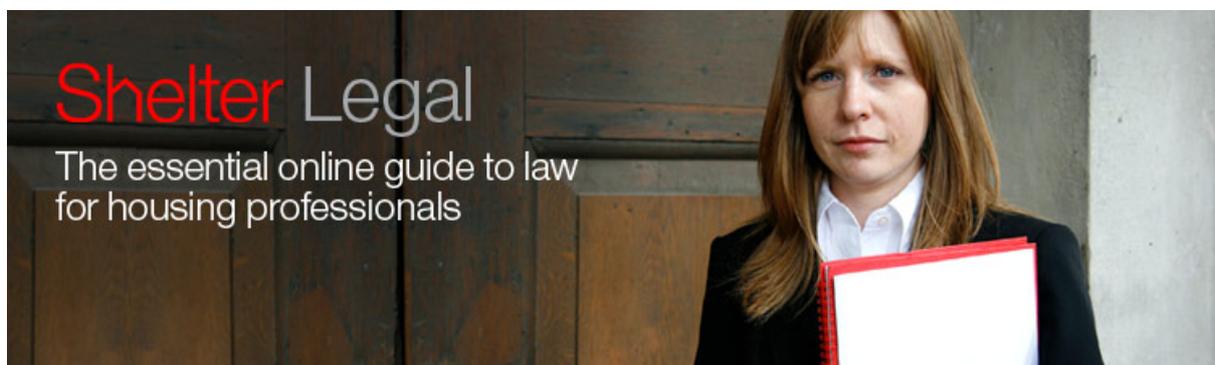
[Read the full case study here](#)

Homeless in Hospital: Kettering's Health and Housing Partnership

"Bed Blocking, DTOC, Discharge Delays, Frequent Flyers, these are all phrases used to describe the impact of homelessness in hospitals. Pathways, PDNA, Discharge Tracking are all used to describe solutions but ultimately the outcome remains the same ... 'Refer to Karen in Housing'". Karen Clarke, Housing Options Adviser at Kettering Borough Council is our guest blogger this month. She told us about the challenges and successes in her role within the discharge teams across the acute and community hospitals in North Northamptonshire.

[Read the full blog here](#)

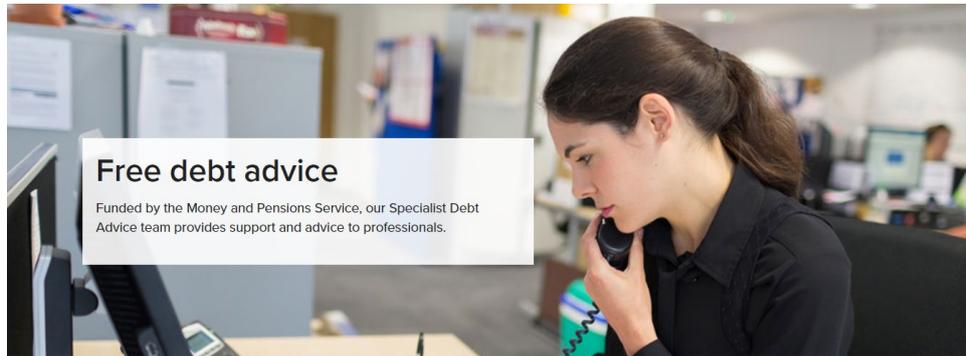
Shelter Legal



What's New

- [Costs of proceedings](#)
 - [How to calculate universal credit](#)
 - [Eligibility for universal credit](#)
 - [Family of workers and self-employed](#)
 - [Right to reside](#)
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Specialist Debt Advice



We help millions of people every year struggling with bad housing or homelessness through our advice, support and legal services. And we campaign to make sure that one day, no one will have to turn to us for help.

Web enquiries can be made 24 hours a day, 7 days a week.

Click on [this link](#) to submit a web enquiry

Our telephone service is open 9am – 5pm Monday to Friday. Call us now on 03300 580 404.

Find us at www.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

You are on the NHAS mailing list

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 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.