



Services

Improved consultancy advice line webchat service

Over the past few months the NHAS Consultancy Advice Line has launched an improved webchat service. We have considerably increased the availability of our online service, by investing in technology to allow more people to chat to our specialist advisers.

Webchat hours have been extended to run 8am-6pm Monday to Friday, in response to the ongoing coronavirus pandemic. You can access webchat by clicking the 'chat with us' button at the [top of each page of our website](#).

Please check our website regularly for updates on our opening hours. These may change as we continue to respond to the coronavirus (COVID-19) crisis.

We've had some great feedback:

"Very helpful and went above and beyond to help me with my enquiry! I would strongly recommend this service."

"Extremely easy to ask for advice. Really relevant and specific questions and equally specific answers. Very grateful for the opportunity to send documentation by email after the end of the chat and really look forward to the advice."

[Read more about our service & how we can help you to help your clients](#)

Training Update

Our expert training team is delighted to announce the addition of a further two topics to our extensive programme of webinars for June.

[View the May and June webinar schedule here.](#)

Ending a tenancy: a tenant's rights

Providing an overview of how tenants can end a tenancy, this webinar covers:

- advising where circumstances have changed before the tenant has moved in
- identifying whether a tenancy is fixed term or periodic
- recognising how to end a tenancy with or without consent of the landlord
- identifying issues arising in joint tenancy cases

Dates: Wednesday 17 June at 3pm and Tuesday 30 June at 3pm

Transferring a tenancy: issues to consider

Providing an overview of how a tenant may transfer their tenancy, this webinar covers:

- the effect of a tenant's absence on a tenancy
- when a tenancy can be assigned
- the rules around succession
- recognising problems around sub-tenancies

Dates: Monday 29 June at 3pm

Please note: Demand is currently high for all courses and they can fill up quickly. To avoid disappointment please ensure that you check availability through our [online training portal](#). All our webinars are delivered via Zoom and are password protected for your security.

How to book a webinar:

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

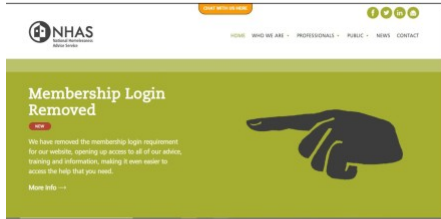
If you don't yet have a free training account with us, please take a look at our frequently asked questions [FAQs](#).

Bitesize online training:

Our bitesize elearning packages are designed to be completed in your own time, with each session taking around 30-60 minutes.

Login to the [portal](#) and pick 'elearning' in the 'course type' dropdown to view the titles available.

Resources



Improved website launched

As well as a new look and feel, the biggest change we've made is to remove the membership login requirement to open up access to all of our expert advice, training and resource information.



Whether you work in a local authority, voluntary agency or public authority team, it will be easy for you to find the help you need without having to remember a username or password, or to register as a member first.

The only username and password you'll now need is for your individual training account. [Click here](#) to find out more about our training services.

NHAS Plymouth Roadshow cancellation

We're sorry we had to cancel the Plymouth Roadshow but due to the ongoing coronavirus restrictions this was necessary to keep everyone safe. We're looking at how we can adapt and deliver in the 'new normal', so please keep an eye out for more information.

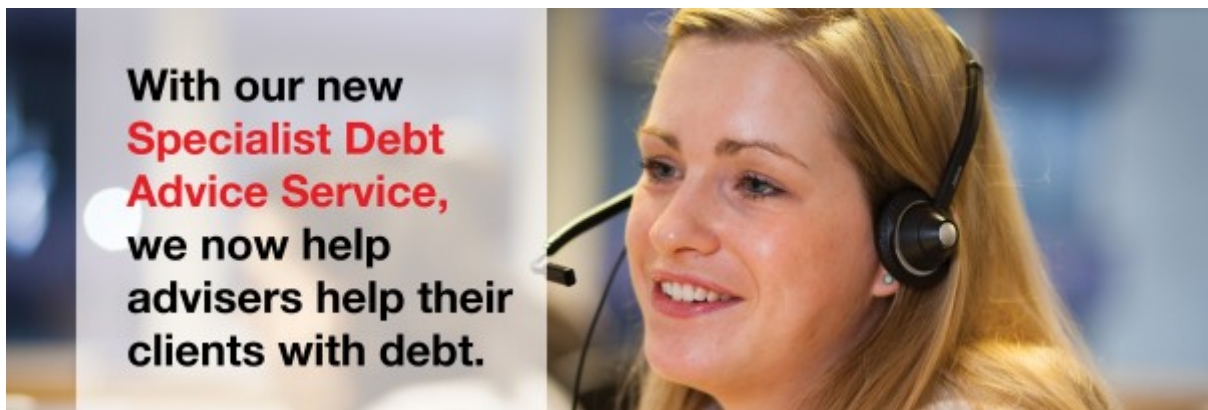
PLYMOUTH ROADSHOW CANCELLED



We look forward at seeing you at a future event!



Focus On: The Specialist Debt Advice Service



The [Specialist Debt Advice Service \(SDAS\)](#) provides free, expert guidance to advice agencies in England and Wales.

The service produces a monthly ebulletin providing industry news, caselaw updates and articles. You can sign up to receive bulletins on the website [here](#).

Read the December 2019 Enquiry of the Month article [here](#). SDAS discusses how backdated Universal Credit 'limited capability for work-related activity' element is treated in a Debt Relief Order.

The Specialist Debt Advice Service can support you with any client debt cases including:

- comprehensive referencing for complex cases
- clarification on new laws
- answers to technical queries
- a second opinion

Telephone **03300 580 404** for expert advice Monday to Friday 9am – 5pm. You can also make a web enquiry [here](#).

National & local homelessness services respond to COVID-19

[Government advice on home moving during the coronavirus \(COVID-19\) outbreak](#)

This guidance applies to people moving between private residential homes

[Covid-19 Impact Programme](#)

The Covid-19 Impact Programme will ensure that people from Armed Forces communities can keep accessing important services, where resources for these services have been impacted by the Covid-19 pandemic. Deadline: 29 May 2020

[Shelter Through the Gate Newsletter](#)

Round-up of Offender Services in Purple Futures areas

[NRPF Network](#)

This information sets out what services a person who has no recourse to public funds (NRPF) may be able to access, and how they can get help if they are struggling financially or are at risk of homelessness

[Migrant Information Hub](#)

Covid-19 information for migrants and services in Yorkshire and Humber

[COVID-19: guidance for hotel staff & volunteers](#)

[Homeless Link Webinar: COVID-19 and Homelessness Services](#)

Online | every Wednesday | 3pm-4pm | Free

[Care Quality Commission](#)

Coronavirus (COVID-19) pandemic: information for providers

[Coronavirus: MPs urge govt to create separate furloughing scheme for charities](#)

MPs have urged the government to introduce a separate furloughing scheme for charities, which would enable furloughed staff to volunteer for their own organisation

[Birmingham City Council Covid-19 updates](#)

[Here to Help Worcestershire](#)

Single Homeless Project (SHP)

Challenges, activities, and resources for clients. Everything you need to make you feel motivated and supported through Covid-19

News & Updates

Dame Louise Casey writes to Local Authority homelessness managers and rough sleeping coordinators

Domestic Abuse Bill 2019-20

This briefing provides an overview of the Domestic Abuse Bill in advance of its second reading on 28 April 2020

Tackling anti-social behaviour

This research briefing explains what anti-social behaviour is and how local public services in England and Wales tackle it.

Office for National Statistics

Meeting the challenge of measuring the economy through the COVID-19 Pandemic

Veterans' Gateway launches app for veterans

The Veterans' Gateway app helps veterans find local support organisations in their area using their smartphone or tablet.

See also the NHAS ex-Service personnel guide

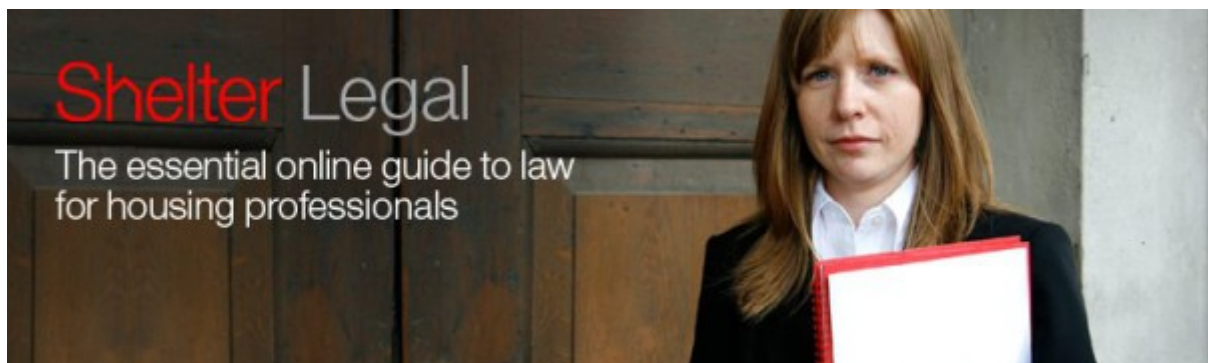
The NPSS National Conference

The conference on 29 and 30 June 2020 has been cancelled based on government guidance and the uncertainty of Covid-19. Our national conference next year will be on the 13 and 14 July 2021 at the University of Warwick

Case Law

Right to rent policy lawful

On 21 April 2020 the Court of Appeal held in Secretary of State for the Home Department v The Joint Council for The Welfare of Immigrants [2020] EWCA Civ 542 that the Government's 'right to rent' policy is lawful.



What's new on Shelter Legal

Court and tribunal hearings

This page explains changes to Her Majesty's Court and Tribunals Service (HMCTS) hearings, adjournments, and access to Legal Aid

Public sector equality duty

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

EU settlement scheme

Information on leave to remain ('settled' and 'pre-settled' status) under Appendix (EU) to the Immigration Rules (EU settlement scheme)

Benefits and income

Information on measures introduced to deal with the coronavirus (COVID-19) pandemic and options for those whose benefits and income have been affected.

Disabled facilities grants

A grant for adapting or providing facilities for a disabled person in their home

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



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