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

October 2019 eBulletin

Service Updates

Resources

Updated [Is your home an HMO?](#) factsheet

Updated NHAS [Checklists](#) The checklists are a useful guide for professionals to refer to when gathering information from clients. This can help establish what advice is needed.

- Agricultural Occupancy Checklist
- EEA Nationals and Family Members of EEA Nationals Checklist
- Non-EEA National Checklist
- Tenants Facing Eviction by their Landlord's Mortgage Lender Checklist
- Tied Accommodation Checklist

Training

Scheduled courses for Local Authority Housing Options staff: October-December

We have limited spaces remaining on our [new scheduled courses](#) for local authority housing options staff pre-Christmas.

Our new 'Introduction to Homeless Inquiries' half-day briefing sessions are proving

particularly popular. London, Leeds and Eastleigh are already fully booked; book now for Exeter, Liverpool or Peterborough.

All course titles are available for delivery to groups of eight or more staff at your own premises, please email nhas@shelter.org.uk to enquire.

Scheduled training dates for January-March 2020, with some new course topics, will be available to book shortly.

November Webinars

We still have space on selected [November webinars](#), including:

- **Tenant Fees Act 2019** – 6 November, 2.30-4pm
- **Public Authorities: Duty to Refer** – 18 November, 2.30-3.45pm
- **Persons from Abroad: An Introduction to Housing Cost Entitlement** – 12 November, 10.30-12pm

Login at www.nhas.org.uk/training and visit the event calendar for all forthcoming dates.

Bitesize online training

All our bitesize online packages have been updated and refreshed. Bitesize learning is designed to be completed in your own time, with each session taking around 30-60 minutes. Log in to the website, then 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

[Consultancy Line case study](#) highlights how we can support ex-offenders



Focus on: Private rented sector

[Learning toolkit for local authorities](#)

Interactive resources to help local authorities enforce against rogue landlords and letting agents.

[Brent and Harrow crackdown on rife rogue letting agents](#)

Housing Matters



[Download issue 132](#)

In this issue:

- Alexa Walker provides an overview of charging orders, including the procedure for granting them and avoidance tactics. Alexa Walker is an adviser on the Specialist Debt Advice Team at Shelter.
- Daniel Ferlance, a Housing Solutions Manager at Southwark Council, explains how the Homelessness Reduction Act 2017 has influenced the way in which the local authority delivers its housing and homelessness services.
- Daniel Norton outlines the basic rules for making and receiving cross-border referrals from the perspective of an English authority. Daniel Norton is an adviser on the NHAS 2nd tier Consultancy Service.
- The 'What's new' page brings you up to date with various items of news related to housing and homelessness, including [new case law](#) and ongoing government consultations.

News, updates and statistics

[Right to reside after Brexit](#) The AIRE Centre has published a series of information sheets about the right of EEA nationals to remain in the UK after Brexit under the EU Settlement Scheme.

[EU Settlement Scheme: community support for vulnerable citizens](#)

[Legal aid and housing cases](#) April to June 2019

[The end of 'no fault' section 21 evictions](#) This paper provides background on the use of section 21 of the Housing Act 1988 to evict assured shorthold tenants on a 'no-fault' basis. The Government is consulting on its abolition; the paper considers the implications for landlords and tenants and early reactions to the Government's proposals.

[The world's big sleep out](#)

Public Health Matters blog posts

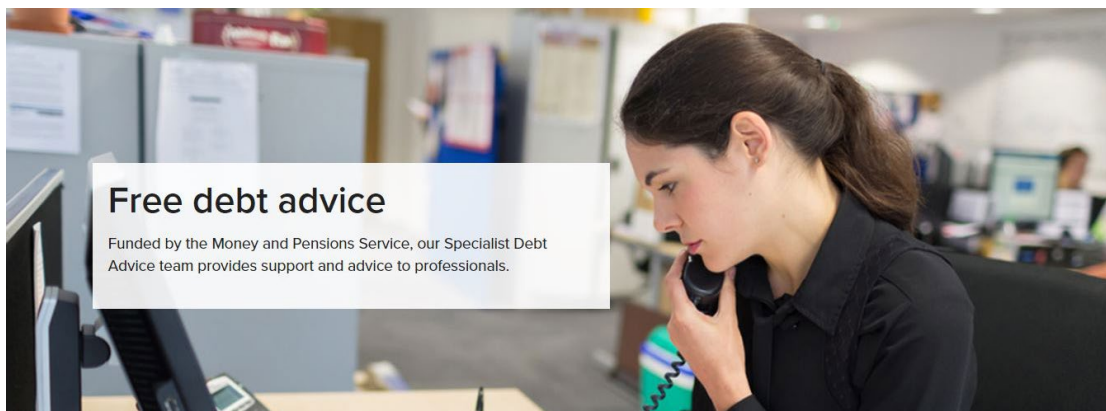
[Health Matters: Rough sleeping](#) The latest edition of Health Matters focuses on the scale of rough sleeping in England, the causes and consequences of rough sleeping, and what can be done to bring an end to homelessness. This blog provides a summary of the full edition's content

[Prioritising mental health](#) This blog covers the ways in which PHE is prioritising improving mental health and the lives of people living with mental illness



What's New

- [Rent repayments orders](#)
- [Right to reside](#)
- [Tenants fees: permitted payments](#)
- [Property guardians](#)
- [Home loss payments](#)



Specialist Debt Advice Services

Our specialist service provides free, expert guidance to free advice agencies in England & Wales. We can support you with any client debt cases.

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.

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.