



Preventing homelessness and improving housing through expert advice, training and support to those working at the frontline

Here to help local authorities, advice agencies and public authorities on 0300 330 0517



[Consultancy Line](#)



[Training](#)



[Information Resources](#)

HRA update

Focus on: the duty to refer – less than one month away

It's not long now until the named statutory agencies will have a [legal duty to refer](#) people for housing assistance, under the Homelessness regulations (2018). We want to make it as easy as possible for you to get to grips with the new duty; whether you're working in a local authority, a named statutory agency, or an advice agency who's working with a statutory agency as part of an integrated team.

We have [duty to refer webinars scheduled](#), [factsheets](#) for you to pass on to your service users to help them with their housing or homelessness issue and an [advice line](#) for you to call or contact using webchat for a quick answer on housing query you might be stuck with.

To make it easy for you we have gathered all of this information together and contained it within one section on the website – [login](#) and look for the 'duty to refer resources' box on the welcome portal. Local authority staff will find it within the HRA section.

If you don't yet have a login or have forgotten it, please email us: nhas@shelter.org.uk

HRA Consultancy Line webchat example

A local authority approached NHAS via webchat to discuss whether the relief duty would come to an end if the applicant lost their interim accommodation. Our NHAS adviser was able to explain that this is not one of the scenarios that would bring the relief duty to an end under s.189B Homeless Reduction Act 2017, therefore, even if the applicant lost their interim duty early the relief duty would continue for 56 days (or longer in some circumstances), unless the applicant's homelessness is relieved.

Good practice with assessment and PHPs:

Read the [Shelter good practice briefing on assessment and PHP](#) from last year. It was based on the recommendations of an expert panel of service users.

Stats/Updates/etc

- [Additional housing revenue account borrowing programme: prospectus](#) : Prospectus inviting local authorities in areas of high affordability pressure to bid for additional borrowing to build new council housing. Updated 6 Sept 2018
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Specialist Debt Advice Service



Are you a local authority debt adviser struggling with a case, or simply keen for a second opinion?

If you deal with complex debt queries and are struggling to find where else to get comprehensive answers, this service may be for you.

[Find out more about the specialist debt advice service here.](#)

Recently published

- **New tribunal forms in respect of rogue landlords and property agents:** HM Courts and Tribunals Service published a suite of forms related to measures in Part 2 of the Housing and Planning Act 2016 in respect of rogue landlords and property agents in England
 - [Form BN1: Application by a local authority for a banning order](#)
 - [Form BN2: Application for revocation and variation of banning orders](#)
 - [Form BN3: Application for authorisation to transfer an estate in land to a prohibited person where a banning order has been made](#)
 - [Form BN4: Appeal against a decision to impose a financial penalty, or the amount of a penalty imposed, following the breach of a banning order](#)
 - [Form RL01: Appeal against the LHA's decision notice to include one's name on the database of Rogue Landlord and Property Agents](#)
- [Retaliatory evictions in England: Citizens Advice research](#): Citizens Advice published research that found that private tenants who made a formal complaint to either their local authority or to a redress scheme had a 46 per cent chance of being issued with a section 21 eviction notice within six months of doing so. Read the full report: [Touch and go: How to protect private renters from retaliatory eviction in England](#)
- [Succession rights and social housing \(England\)](#): an overview of the statutory rights of occupiers of social housing in England to succeed to a tenancy on the death of the previous sole or joint tenant
- [Social housing: flexible and fixed-term tenancies \(England\)](#): Social landlords in England have had discretion not to offer a 'lifetime' tenancy to new tenants since 1 April 2012. The Housing and Planning Act 2016 contains provisions which would limit local authorities' ability to offer longer-term tenancies in certain circumstances. The Government has said that these provisions will not be implemented "at this time".
- [Right to Rent: private landlords' duty to carry out immigration status checks](#): an overview of Right to Rent checks which must be carried out by private landlords/agents in England. The checks were introduced by the Immigration Act 2014. Breaches may, in some circumstances, amount to a criminal offence after changes introduced by the Immigration Act 2016 on 1 December 2016
- [£1,000 of rent recovered from landlord in milestone case](#): Thurrock Council report that it had recovered more than £1,000 of rent paid to a rogue landlord who forced a tenant to live in appalling conditions
- [Long term tenancy consultation: RLA response](#): the Residential Landlords Association published its response to the government's consultation into long term tenancies. Members

who responded to the RLA's most recent survey raised a number of issues which they saw as barriers to long term tenancies.

Open consultation Social Housing Green Paper is released

[A new deal for social housing](#): This green paper seeks views on government's vision for social housing providing safe, secure homes that help people get on with their lives. This consultation closes at 11:45pm on 6 November 2018.

NHAS updates

Shelter Legal is now free for all professionals <http://england.shelter.org.uk/legal>

What's new on Shelter Legal:

- [Banning orders](#)
- [Protected sites](#)
- [Voluntary right to buy](#)
- [Forms](#)
- [Prevention duty](#)

NHAS training

[Log in](#) to view the latest webinar topics and dates including our **Introduction to the Homelessness Reduction Act webinar and Duty to Refer webinar** for [statutory agencies](#).



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 and clicking on the 'live chat' button.

In July 2018...



65

training sessions, which have been legally checked to ensure they're in line with current legislation, have been delivered to advisers across the country.



104

webchats took place to help advisers with their housing and homelessness queries online.



46

people were helped with impending possession action as a result of advisers from local citizens advice, lenders, independent advice agencies and local authorities contacting our housing debt specialists for advice.

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.

Regards,
The NHAS Team
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.