



## **General Housing Advice**

### **Are you homeless?**

You don't have to be sleeping on the streets to be considered homeless. Most people who are homeless are not sleeping rough.

There are many situations where the council must accept you are homeless and may have a legal duty to help you with housing.

For example, if:

- You are at risk of violence or abuse where you are currently living.
- You are street homeless
- You are at risk of losing your home
- You cannot afford to stay where you are
- Your accommodation is temporary
- You are staying temporarily with friends or family
- You have been locked out or illegally evicted
- Your accommodation is in very poor condition
- You have nowhere to put your houseboat or caravan

If one or more of these apply, you may be eligible for help from the council.  
(This is not an exhaustive list)

### **Who we can help**

- A homelessness application can be made by someone who is homeless or threatened with homelessness
- or
- A representative can make an application on your behalf, for example someone acting in a professional capacity, solicitor/social worker etc.

Upon making a homeless application the council will carry out enquiries into:

**Eligibility** - This is to confirm that:

- You normally reside in the UK long-term and are not subject to immigration control and are eligible to make a homeless application.

If you are eligible for assistance and homeless or threatened with homelessness there are 3 other elements in addition that may be assessed prior to, or during, your homelessness assistance:

**Priority Need** - This means you have either:

- Dependent children or are pregnant
- A physical or mental health disability
- Or you are vulnerable for other reasons.

Please note even if you do not meet the priority need criteria you will still be eligible to make a homeless application, however this can affect duties owed such as a temporary accommodation duty.



### **Intentionality-**

- This is to assess whether you have intentionally made yourself homeless.

*This does not affect your rights to make a homeless application and is part of the enquiries made during the application process.*

### **Local connection –**

- Enquiries will be made to ensure you have a local connection with the district.

You may be referred to another local authority if you do not hold a local connection with East Suffolk Council, and you hold a connection elsewhere.

## **How Can We Help?**

Our Housing Needs Team can help you by:

- Assessing your current housing situation and helping you to work out what your needs are.
- If you are worried that you might become homeless, we can give you advice on the next steps
- You can be referred to us in a number of ways, including through other organisations. This service can help you if you have a physical or mental illness, if you are ex-armed forces and homeless, a care leaver and homeless or if you have been released from prison and have nowhere to live. Supported housing may be an option for you in these circumstances.
- We can help you make a housing plan so you can work towards the next steps to find a permanent home.

If you are concerned you are at threat of homelessness, please contact:

**Customer Services team on 03330 162000**