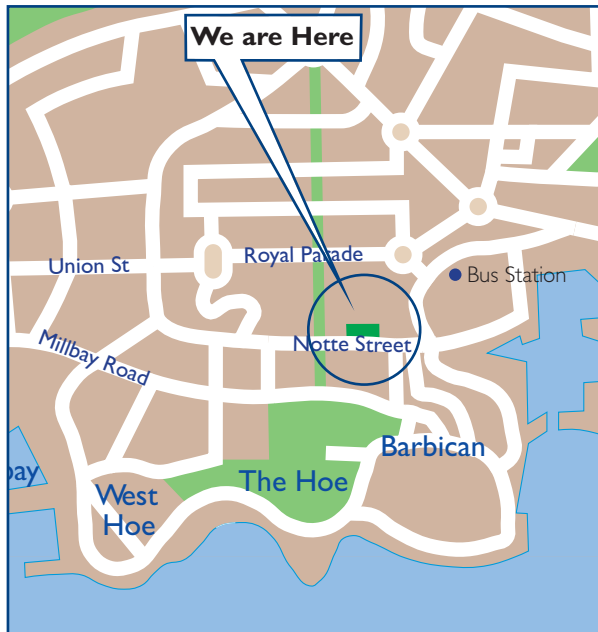


Information you need to bring to the interview:

- ◆ **Proof of ID** – birth certificate, driving licence or valid passport.
- ◆ **Proof of income** – wages and all benefits received.
- ◆ **National insurance number** (if not shown elsewhere)
- ◆ **Notice from your landlord asking you to leave and their contact details**
- ◆ **Proof of savings** – and any other income.
- ◆ **Bank statements** – 3 months of all bank/building society/post office statements.
- ◆ **Any other proof discussed** (for example: pregnancy, medical letters)

The above pieces of information will be needed for yourself and everyone who lives with you or will be living with you.

How to find us:



Appointment details:

You have a Housing Advice appointment on:

.....

At:a.m./p.m.

With a Housing Advisor/Outreach Worker:

.....

Please call us if you are unsure of what to bring to your interview, if your circumstances change, or if you are unable to make the appointment.

Please attend on time. If you are more than 15 minutes late for your appointment you may need to re-book for another available slot.

Housing Advice Service
Community Services Department
Plymouth City Council
Plymouth PL1 2AA

Tel 01752 305950
Fax 01752 306765

Email: housingadvice@plymouth.gov.uk
www.plymouth.gov.uk

Published June 2008 Ref Homelessness Leaflet

Do you need help with a housing problem?

Are you homeless or threatened with homelessness?




Plymouth
City of
www.plymouth.gov.uk

Plymouth City Council
Community Services

Don't wait until your situation gets worse!

Please come in or contact us as soon as you start having problems in your accommodation so that we can give you the best chance possible of preventing your homelessness.

How can you get advice to deal with a housing problem?

Plymouth City Council's Housing Advice Service is a free and confidential specialist service available to any Plymouth resident with a housing problem.

Who is the service for?

Anyone in Plymouth who needs support to deal with a housing problem, or who is homeless or threatened with homelessness. This could be for a variety of reasons including:

- ◆ **Problems in your private rented tenancy including rent arrears, being asked to leave, problems with the landlord/lady, or damp and disrepair issues.**
- ◆ **Problems living with your friends or family and being asked to leave.**
- ◆ **Difficulties affording housing costs where you live.**
- ◆ **Having to leave your home due to domestic abuse.**

What kind of advice is available?

- ◆ Help to negotiate with your landlord to delay or stop you becoming homeless.
- ◆ Help to contact your landlord with regard to repairs to the property.
- ◆ How to find a place to live in the private rented sector.
- ◆ Advice about Welfare Benefits and how to be able to afford housing.

- ◆ Information about other services that may be available to help you to find or keep your housing.
- ◆ Advice about the Council's Housing Register.
- ◆ Other services that may be available to help you to find or keep your housing.

How to contact Housing Advice Services:

By telephone: 01752 305950

Fax: 01752 306765

e-mail: housingadvice@plymouth.gov.uk

In person: Midland House, Notte Street, Plymouth. PL1 2EJ



On your first visit to Midland House:

Take a numbered card from the main reception desk and wait in the seated area until your number is called by the Customer Services Officer.

If you are homeless now

A member of the Housing Advice team will see you as soon as they are available.

If you are not immediately homeless

The officer will give you as much help as they can and may make an appointment for you to talk to a member of the Housing Advice team

What will happen during the housing advice interview?

Appointments with a Housing Advisor will take up to an hour. The Housing Advisor will fill in a form with you by asking you for some personal details, your address history, and information about why you need our help.

Our aim is to prevent homelessness:

Our Housing Advice Staff will work to help prevent you and your family from becoming homeless – if we cannot do this, we will look at other ways of helping you to access other accommodation.

What to do if your landlord has applied to the court to get you out of your home:

If your Landlord has applied for a Court order to evict you, we need to know as soon as possible so that we have the best possible chance of helping you. If things proceed and the Court is required to evict you there may be court costs to pay, which will be £265 or more.

Please note that the housing advice team will do all they can to help you to overcome your housing problems - but we work within government legislation and cannot assist everyone to obtain housing.

Landlords - call us now for help and advice about tenant issues or letting your property.