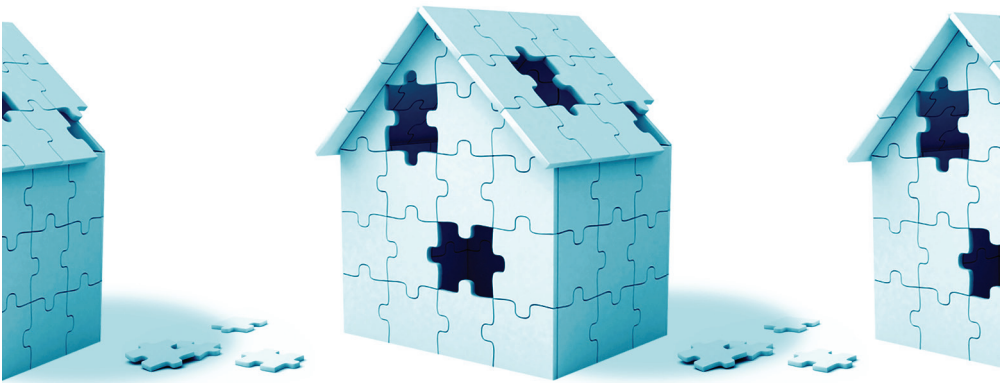


April 2011

Are you homeless or about to lose your home?



➤ **Factsheet 5.**



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

The Council's Housing and Homelessness Assessment Team may be able to help you. The Team can give you advice on preventing homelessness and help you to look at possible housing options. The Team also assesses homeless applications.

The Team's Tenancy Relations Officer gives advice to tenants who are privately renting, leaseholders and landlords.

What should I do if I am homeless or about to lose my home?

If you are homeless or being threatened with homelessness, you should contact the Council immediately. Do not leave it until the last minute. Do not permanently leave your home until you are legally obliged to do so (usually by court order) as this may damage any application for help that you make to this or any other council.

You can make a homeless application to the Council. We are obliged under law (Part VII of the Housing Act 1996, as amended by Homelessness (Priority Need for Accommodation)(England) Order 2002) to provide housing to certain people.

How can I make a homeless application?

To make an application, you will need to come to the Town Hall. You do not need an appointment for your first visit. The opening hours are listed over the page.

What happens next?

If you make a homeless application, we will consider your individual circumstances to work out what, if any, housing duty is owed to you. We use national law and guidance to assess homelessness applications, including the *Homelessness Code of Guidance for Local Authorities*.

There are tests within the law that are applied to all homeless applications. These are known as the ‘threshold tests’. The four threshold tests you must meet to access long-term housing assistance are:

- eligible for assistance
- homeless or threatened with homelessness within 28 days
- in priority need
- not intentionally homeless

If you are eligible, the Housing and Homelessness Assessment Team can also refer you to other teams within the Council for help and support. For example, practical and emotional support, help to maximise your income and develop your budgeting skills or help to access services in the local community.



How to find out more

In person:

Customer Service Centre
The Town Hall
Hornton Street
London W8 7NX

Monday to Friday 8.30am to 5pm.

By phone:

Housing and Homelessness Advice 020 7361 3982/3983

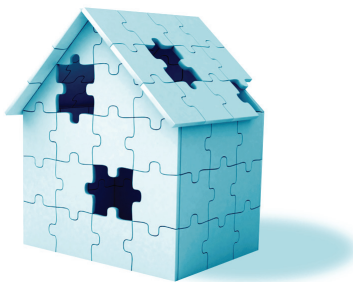
By email:

housing@rbkc.gov.uk (general housing enquiries)

Website:

www.rbkc.gov.uk

Information from this document can be made available in alternative formats and in different languages. Please contact Housingline on **020 7361 3008** or email **housing@rbkc.gov.uk**



www.rbkc.gov.uk