

# Housing and Homelessness: Advice Referral Tool

## What's happening?

### I have nowhere to sleep tonight:

- I have experienced this before 2 9
- This is the first time I've had nowhere to sleep 1 9

### I don't feel safe where I am living now and I need to leave:

- I live in a privately owned or rented house 1 8 9
- I live in temporary accommodation 2 8 9

### I've got somewhere to live now but I'm going to be made homeless:

- I'm being evicted by my landlord 1 8 9
- My friends or family have asked me to leave 1 8 9
- My relationship has ended 1 8 9

### I'm worried about the condition of my rented property including disrepair, damp or mould:

- A new issue has appeared 7
- An existing issue has got worse 7
- My landlord or housing provider has not dealt with the issue 3 5 8 9

### I live in temporary accommodation and need help to pay for a bond for a private rented property:

2 9

### I want to apply for social housing:

- How do I apply? 1
- Do I qualify for social housing? 1

### I've applied for social housing, but I haven't been allocated a home yet:

1 9

### I need help to heat my home:

6 7 8

### I need help to pay my rent or mortgage:

6 7 8 9

### I'm experiencing issues with my neighbour:

- Including noise, large amounts of rubbish in gardens or if someone else's home is causing damage to yours 5 8 9

**1 Housing Options:** Support and advice about applying for social housing across Oldham.

**2 Homeless Prevention Officer:** The person from the Housing Options Team supporting you if you are at risk of becoming homeless.

**3 Tenancy Relations Service:** Support and advice for residents living in private rented accommodation and landlords.

**4 Warm Homes Oldham:** Support to heat your home including emergency payments, heating and insulation improvements.

**5 Environmental Health Team:** Support and advice including concerns around damp and mould, neighbour issues or a landlord not acting on your request to undertake repairs.

**6 Support and Inclusion Team:** Support to maximise income including budgeting support and checking if you are receiving the financial support you are entitled to.

**7 Social housing providers, your landlord or letting agent:** Contact the provider of your home in the first instance if you are experiencing issues with your property. Contact your provider directly if you are worried about any issues with your home including repairs, damp and mould.

**8 Citizens Advice Oldham:** Housing, homelessness and money information, advice, support and advocacy services.

**9 Shelter:** Housing, homelessness and money information, advice, support and advocacy services.



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## 1 Social Housing: Housing Options team:

**Who meets the criteria for social housing?:** Anyone can apply. We have a housing allocation scheme (available on our website) to make sure that we are fair and prioritise residents who are most in need. This includes your health, household income and whether you are at risk of harm where you are currently living. There is a large shortage of social housing across the country and homes only become available when new ones are built or when a resident decides to leave. It can take many years for a home to become available based on your circumstances, so it's worth exploring the options available to you including private rented properties.

**How do I apply for social housing?:** By completing the online application and sharing all the evidence we need to process it. Share as much information as you can, as this is used to decide if you will be added to the waiting list.

**What happens after I have applied?** It can take up to 12 weeks for your application to be reviewed. It will take longer if you haven't shared all the evidence we need. We will contact you on the email address you gave on your application to let you know whether you will be added to the waiting list.

**What happens if my application was not successful?** Unfortunately, you do not meet the criteria based on the information you shared. You can appeal within 10 days. Information on how to do this will be shared when we contact you.

**What happens if my application was successful?** You will be able to apply for a house. This is called bidding. You will also be given a priority. This is called banding. There is more information on banding on our website. You will be given information about how to bid online and you will need to check up to 3 times a week. You will only be able to bid for homes that meet the size you need. Other residents will be bidding, and the house will be offered to the person in most need. Bidding on all types of homes including flats and houses in all locations in Oldham will increase your chances of successfully being allocated a home with one of the social housing providers.

**Contact us:** [housing.register@oldham.gov.uk](mailto:housing.register@oldham.gov.uk) or call 0161 770 4605.

If you or someone else is at immediate risk of becoming homeless, call **0161 770 4605**.



## 2 Nowhere to sleep tonight: Homelessness Prevention Team

**I have a homeless prevention officer:** Contact your named officer.

**I don't have a homeless prevention officer:** Complete the online form on the council website or call 0161 770 4605.

**I have seen someone sleeping rough:** Let us know by filling in the online form on the council website.

## 4 Warm Homes Oldham:

The team offer advice on how to reduce energy use and switching energy providers. They can also provide small emergency energy payments based on your circumstances.

**Contact us:** [warmhomes@oldham.gov.uk](mailto:warmhomes@oldham.gov.uk) or call 0800 019 1084.

## 6 Support and Inclusion Team:

**Worried about money?** We can help. Oldham Council Helpline: 0161 770 7007.

## 8 Citizens Advice Oldham:

Housing, homelessness and money information, advice, support and advocacy services.

**Contact us:** 0808 278 7803.

Keep up to date by signing up to the council's newsletter and by following our social media channels.



## 3 Tenancy Relations Service:

If you are renting your home from a private landlord and have questions about your rights, if there is something you are worried about or need advice or information.

**Contact us:** [tenancy.relations@oldham.gov.uk](mailto:tenancy.relations@oldham.gov.uk) or call 0161 770 4605.

## 5 Environmental Health:

If your landlord is not carrying out repairs to your home after you have reported it to them. The team can also support with issues relating to HMOs, damp and mould.

**Contact us:** [ENVhealth@oldham.gov.uk](mailto:ENVhealth@oldham.gov.uk) or call 0161 770 2244.

## 7 Social housing providers or private landlords:

Contact your provider directly if you are worried about any issues with your home including repairs, damp and mould.

## 9 Shelter:

Housing, homelessness and money information, advice, support and advocacy services.

**Contact us:** 0808 278 7803.