



Homelessness

Our duty to you

How can we help?

This leaflet will help you to understand what to expect if you approach Crawley Borough Council as homeless or threatened with homelessness.

Are you:

- Eligible for assistance; **and**
- Homeless; **or**
- Threatened with homelessness within 56 days; **or**
- In receipt of a valid section 21 notice

If **yes**, we will assess your circumstances, housing and support needs

If **no**, you will be offered advice but we have no further duty towards you

We will work with you to create a Personal Housing Plan. This will identify:

- Steps for you to take to try to resolve your housing situation
- Steps that we will take to try to resolve your housing situation

You should note that deliberate and unreasonable refusal to take the steps in your plan may result in the council ending certain duties towards you.

Preventing homelessness

If you are at risk of homelessness within 56 days or have a valid s21 notice, the council have a duty to help you try to prevent your homelessness.

Issuing a decision

If we decide we do not owe you a duty:

- We will tell you and give our reasons in writing
- We will end any temporary accommodation that we have provided
- We will offer you advice about how to find somewhere to live.

If we decide we owe you a legal duty:

- We will arrange suitable temporary accommodation for you until you either find somewhere to live yourself or you receive an offer of suitable accommodation.
- You will be assessed to enter onto Crawley Borough Council's housing register. Rental arrears or a history of anti-social behaviour may result in your banding being lowered (to band C for example) and impact the likelihood of being offered social housing.
- An offer of accommodation to discharge our housing duty to you may be into the private rented sector.

I want help, what do I do next?

Complete an online assessment form. The link can be found on the council's homelessness webpage.

Contact:

Assessment Centre
Crawley Borough Council
Town Hall, The Boulevard,
Crawley RH10 1UZ

Email: housing.options@crawley.gov.uk

Telephone: **01293 438607**

Relieving homelessness

If you are or become homeless, the council has a duty to help you try to relieve your homelessness and help you and your household try to find suitable accommodation.

We may have a duty to place you into temporary accommodation for which there is a charge that you will need to pay weekly. Failure to pay will result in your eviction and may end our duty to assist you further.

You should note that this does **not** guarantee an offer of accommodation from the council.

Main homelessness duty

If the steps to prevent and/or relieve your homelessness are unsuccessful, a decision will be made as to whether the council owes the main homelessness duty to you. The council owes the main homeless duty to people who are eligible, homeless, in priority need and not homeless intentionally.

Are you eligible?

You are likely to be eligible for assistance unless:

- You are a person from abroad subject to immigration control; **or**

- You are not habitually resident in the UK, the Republic of Ireland, the Channel Islands or the Isle of Man.

Are you homeless?

You are likely to be considered homeless if:

- You or your family have no accommodation which you are all entitled to occupy anywhere in the world; **or**
- You have accommodation but cannot gain entry to it; **or**
- You have a home but we consider that if you continue to live there it is probable that this will lead to violence against you or a member of your family; **or**
- You have a home but we consider that it is unreasonable for you to carry on living there.

Are you in priority need?

You are likely to have a priority need if:

- You have a dependent child who normally lives with you; **or**
- You or your partner are pregnant; **or**
- You are 16 or 17 years old; **or**
- You are 18, 19 or 20 years old **and** have previously been in care; **or**
- We consider that you or someone living with you is 'vulnerable' due to mental illness/disability or physical disability; **or**

- We consider that you are 'vulnerable' because you have been in care, or have suffered threats of violence; **or**
- You are homeless following a fire, flood or similar emergency.

Are you intentionally homeless?

You are likely to be found intentionally homeless if:

- You have given up accommodation that you could have continued to occupy; **or**
- You have lost accommodation through your own fault; **or**
- You have made an arrangement with somebody in order to take advantage of homelessness legislation.

Local connection to Crawley

You have a local connection if you, or anyone who usually lives with you, have:

- Lived in Crawley for six months in the past year or three years in the last five years; **or**
- Permanent employment in Crawley; **or**
- Immediate family who have lived in Crawley for the last five years; **or**
- Other special connections with Crawley.

Being in prison, hospital or another institution does not count as a local connection, neither does casual employment.

If you meet the other criteria (for the main homelessness duty) but do not have a local connection with Crawley, we will usually refer you to the council with which you have a local connection.

