



Housing advice

Helping you to find a home

Frequently Asked Questions and Case Studies



Frequently Asked Questions

Below are examples of frequently asked questions, including five typical case examples.

Appointment and Interview

How do I arrange an appointment with the Options and Advice service?

You will need to contact the Customer Service team either by phone or in person and discuss your problem with an advisor. The Customer Service team will book an appointment with the Options and Advice section. You can also contact our duty telephone line on 020 8356 2929 from Monday to Friday 8am to 5pm.

Do I need to bring any documents with me?

Yes. You should provide as many documents as possible to confirm your identity, the identity of all members of your household, your residence at your current address and confirmation of your housing situation.

If you do not have some documents due to need for emergency support and cannot return to your address, we can make our own enquiries to confirm your circumstances.

Will you require further information?

Yes. At your interview your advisor will ask you for details of your previous addresses, contact details of your landlord or the person you are staying with and any other information that may assist us in assessing your housing circumstances. If you have medical needs we will need to see documentation relating to your condition and details of your doctor or specialist.

Please help us to help you – if you can provide as much information as possible it will speed up the assessment process and make it easier for us to help you.

If you are not happy with the service provided, you can make a complaint to the Housing Options and Advice team leader or customer service manager who will respond and follow up your issue.

We will undertake an assessment of your financial situation and review the options available to you.

Case example one:

My family have asked me to leave the house following the birth of my baby. How can you help me?

At your initial interview we will carry out an assessment of your circumstances and follow this up with a visit to your home. We will speak to your family and explain how we may be able to help you through the available housing options.

What housing options are available to me?

We have a variety of schemes depending on your circumstances. Your advisor will provide you with information about the available options. These may include the Rent Deposit Scheme to help you find suitable rented accommodation in the private sector or the Hackney Choice lettings scheme which enables you to bid for Hackney Homes and Housing Association properties.

If I am unable to remain in my present accommodation will the Council provide me with emergency accommodation?

In these circumstances we will refer you to a homelessness officer who will assess if the Council has a legal duty to provide you with temporary housing.

If the Council accepts that I am homeless, will I be allocated a permanent home?

No. You will be placed in temporary accommodation, and this arrangement may continue for a number of years before you have enough priority to bid for a permanent home. The rent in temporary accommodation is much higher than in permanent units and you will not be able to choose the property you are offered as temporary accommodation.

If your application is successful, you will be placed in the priority/homeless band under the Hackney Choice lettings scheme and will be able to bid for properties that are advertised each week. If you do not bid you will not be housed.

Case example two:

I am renting from a private landlord who has given me a letter asking me to leave. What should I do?

You should remain in your accommodation. For most types of tenancy your landlord cannot evict you without a court order. To obtain this your landlord must first serve you with a valid Notice Seeking Possession, and after the statutory notice period, apply for possession. The landlord must have valid grounds to obtain possession.

What happens next?

We will write to your landlord to explain the procedure and the legal process. You should contact us again if and when you receive a legal Notice Seeking Possession.

What if my landlord tries to force me to leave?

Any attempt to evict a tenant without following the correct legal procedure is called an illegal eviction. It is a criminal offence if a landlord or their agent evicts a tenant without a court order, and the Council can prosecute landlords who break this law.

Case example three:

I am a home owner but have recently lost my job. I have a family to support and now have mortgage arrears. I am afraid of losing my home, how can you help me?

We will undertake an assessment of your financial situation and review the options available to you. In particular we will consider what resources you can draw on, what savings you can make, whether you can claim on insurance and make certain you are maximising your income from welfare benefits. We can negotiate with your lender to try and reschedule your payments. We can also assess whether you may be eligible for the mortgage rescue scheme, a 'payment holiday' or any of the other schemes which have been introduced to help people in your situation.

What if my lender decides to repossess my home?

The lender must follow the legal procedure and this may take some time. We can refer you to organisations that can provide specialist help and representation. In the meantime we can also consider you for other housing options, like the Rent Deposit Scheme.

Case example four:

I am a single person and have been staying with friends at various addresses over the past two years. My friends are no longer prepared to accommodate me and I will very shortly have nowhere to live. What should I do?

Our single homeless drop in service can provide you with advice and information to prevent you becoming homeless. This includes advice about benefit maximisation and resettlement. We provide details of landlords and letting agencies, including those that will accept Housing Benefit. We can also provide information about bed and breakfast accommodation and hostels as well as emergency accommodation that may be available for single people.

I have a mental health problem that makes it difficult for me to manage on my own. Are there services that can help me?

Yes. If you have support needs we can refer you to organisations providing specialist housing. We can also place you on the housing register and arrange for a medical assessment of your health needs. You will then become eligible for a home under the Choice Homes lettings scheme.

Case example five:

I am a Hackney Homes tenant and have been approved for a transfer because my family are overcrowded. My partner, our four children and I live in a two bedroom flat with no garden. We have been bidding for properties advertised on the Hackney Choice scheme but it may be some time before we are successful. Is there any alternative?

Yes. Hackney Council manages a scheme called Choose and Move which is a private rented scheme for overcrowded households. This scheme enables you to find larger accommodation which is suitable to your family's needs.

Will I remain a social housing tenant?

No. You will have an assured short hold tenancy and pay your rent to an approved private landlord.

How do I apply?

We can provide you with a list of approved private landlords and a dedicated officer to help you every step of the way. We can make payments up to £6000 to assist with expenses.

Will I still be able to bid for properties under Hackney Choice?

Yes, although your priority will reflect your new housing circumstances.

Contact details

Address:

Housing Advice Service
Hackney Service Centre
1 Hillman Street
London
E8 1DY

Opening times for drop in service:

Monday to Friday 9am to 5pm

Telephone:

Hackney Contact Centre, 0208 356 2929
(Monday to Friday 9am to 5pm)

Email:

housingadvice@hackney.gov.uk

If you would like to find out what this document says please tick the appropriate box, put your name, address and phone number at the bottom of this page and return it to the address below.

Bengali

এই দলিলে কি লেখা আছে সে সম্পর্কে যদি আপনি জানতে চান তাহলে অনুগ্রহ করে উপযুক্ত বাস্কে টিক দিন, এই পাতার নীচে আপনার নাম, ঠিকানা ও ফোন নম্বর লিখুন এবং এটি নীচের ঠিকানায় ফেরত পাঠান।

French

Si vous désirez connaître le contenu de ce document, veuillez cocher la case appropriée et indiquer votre nom, adresse et numéro de téléphone au bas de cette page et la renvoyer à l'adresse indiquée ci-dessous.

Kurdish

Ger hun dixwazin bizanibin ku ev dokument çî dibêje, ji kerema xwe qutîka minasib îşaret bikin, nav, navnîşan û hejmara telefona xwe li jêrê rûpel binivîsin û wê ji navnîşana jêrîn re bişînin.

Polish

Jeśli chcesz dowiedzieć się, jaka jest treść tego dokumentu, zaznacz odpowiednie pole, wpisz swoje nazwisko, adres i nr telefonu w dolnej części niniejszej strony i przeslij na poniższy adres.

Urdu

اگر آپ یہ جاننا چاہتے ہیں کہ دستاویز میں کیا لکھا ہے تو ازراہ کرم مناسب باکس میں صحیح کا نشان لگائے اور اپنا نام، پتہ اور فون نمبر اس صفحہ کے نیچے لکھئے اور اسے نیچے دیئے گئے پتہ پر واپس بھیج دیجئے۔

Somali

Haddii aad jeclaan lahayd in aad ogaato waxa dokumeentigani sheegayo fadlan calaamadi godka ku haboon, ku qor magacaaga, cinwaanka iyo telefoon lambarkaaga boggan dhankiisa hoose ka dibna ku celi cinwaanka hoose.

Spanish

Si desea saber de lo que trata este documento, marque la casilla correspondiente, escriba su nombre, dirección y numero de teléfono al final de esta página y envíela a la siguiente dirección.

Turkish

Bu dökümanda ne anlatıldığını öğrenmek istiyorsanız, lütfen uygun kutuyu işaretleyerek, adınızı, adresinizi ve telefon numaranızı bu sayfanın alt kısmına yazıp, aşağıdaki adrese gönderin.

Vietnamese

Nếu bạn muốn biết tài liệu này nói gì hãy đánh dấu vào hộp thích hợp, điền tên, địa chỉ và số điện thoại của bạn vào cuối trang này và gửi lại theo địa chỉ dưới đây.

Chinese

如果你想知道這分文件的詳細內容，請在方框內打鉤，在本頁下面寫下你的名字、地址和電話號碼並寄到下面的地址。

If you would like this document in any of the following formats or in another language not listed above, please complete and send the form to the address below.

In large print **In Braille**
On Disk **On audio tape**

In another language, please state:

Name:
Address:
Tel:

Return to: Housing Advice, Hackney Service Centre, 1 Hillman Street, London, E8 1DY

