

# Homelessness: how can we help?

Southwark's housing solutions service can help you if you are homeless, or if you are likely to lose your home soon.

## How can we help?

Our housing solution service can help you in the following ways:

- We can assess your current housing situation and consider what your needs are.
- If you are worried that you might become homeless, we can give you advice on the next steps.
- You can be referred to us in a number of ways, including through our gateway support service. This service can help you if you have a physical or mental illness, if you are ex-armed forces and homeless, a care leaver and homeless or if you have been released from prison and have nowhere to live. Supported housing may be an option for you in these circumstances.
- We can help you make a housing plan so you can work towards the next steps to find a permanent home.

## Are you experiencing financial difficulty?

Our team might be able to help you in these ways:

- With a one-off payment to assist with housing costs.
- With rent arrears to stop you being evicted by your landlord.
- If you have issues because of new benefit changes such as Universal Credit, the Bedroom Tax, Benefit Cap or Local Housing allowance.
- With budgeting and managing your money at home.
- With employment problems and job seeking.
- With getting a smaller, more financially manageable home.

## Do you rent privately?

- We can help if you are being harassed or threatened by your landlord, or if you have been locked out of your home, evicted or if the rent is being increased.
- We can visit you at home and work with you and anyone who might try to make you homeless, to resolve your housing problems.

## Finding a home

We can help you with:

- Your council housing application.

- Assessing and reviewing your priority need as a homeless household, including if you have extra or complex housing needs.
- Looking at the housing options available to you, including temporary accommodation or private housing.
- Finding somewhere to stay tonight, in an emergency, when you have nowhere else to go.
- Reviewing a refused homelessness or council housing application.

## How can I get in touch?

- You can email us on [housing.options@southwark.gov.uk](mailto:housing.options@southwark.gov.uk) or call 020 7525 4140. You can make an appointment to see us in person and our website has much more information should you need it: [www.southwark.gov.uk/finding-a-new-home](http://www.southwark.gov.uk/finding-a-new-home)
- For financial assistance, please call 020 7525 4010, More information and online applications visit here: <https://www.southwark.gov.uk/finding-a-new-home/advice-for-people-renting-privately>
- Private tenancy issues: [tenancy.relations@southwark.gov.uk](mailto:tenancy.relations@southwark.gov.uk) or call 020 7525 4113, visit <https://www.southwark.gov.uk/finding-a-new-home/advice-for-people-renting-privately>
- Looking for a home: Visit <https://www.southwark.gov.uk/finding-a-new-home/looking-for-a-home> .