



Housing Advice Service



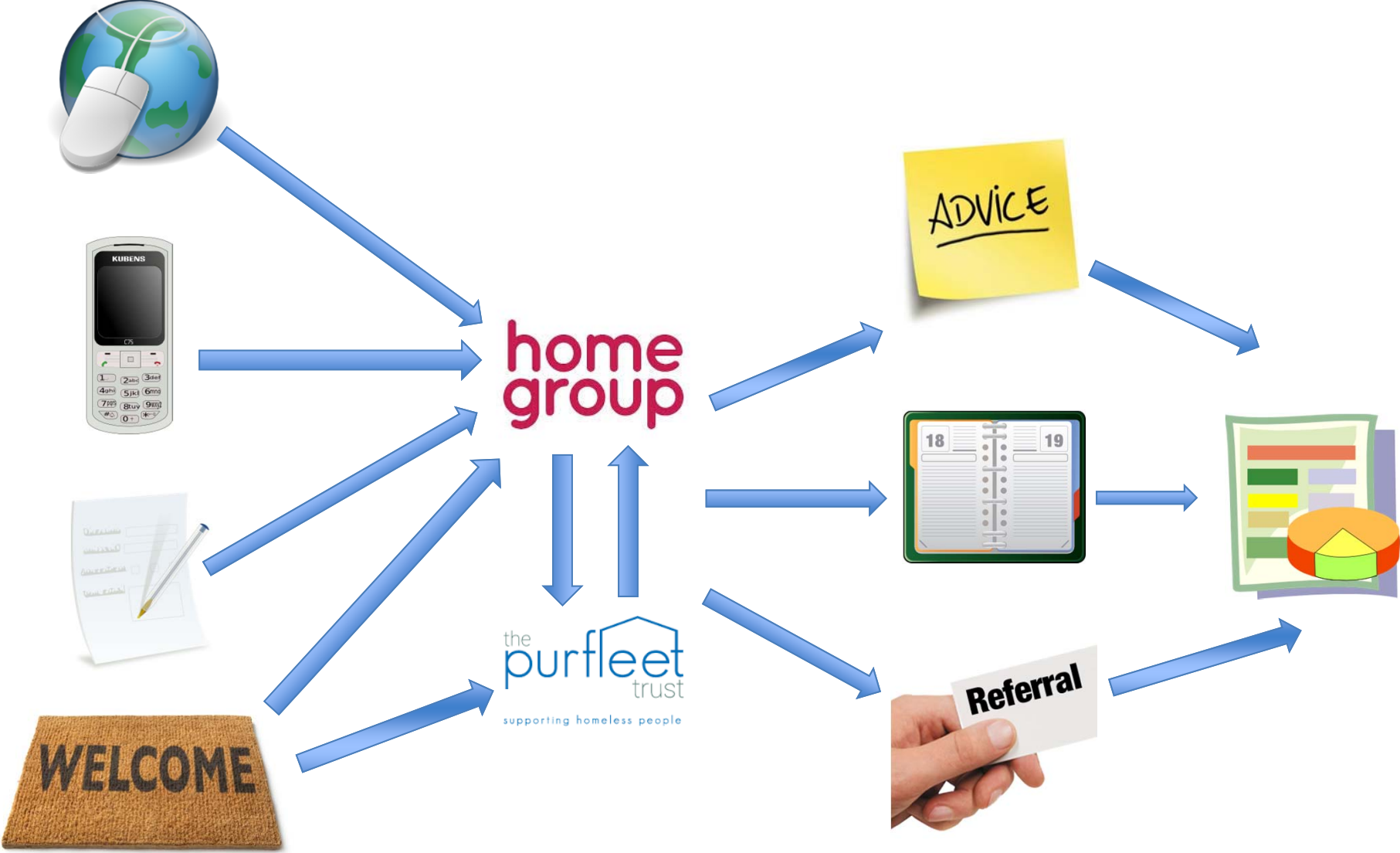
Community
Action
Norfolk

Hub Update for BCKLWN Environment & Community Panel

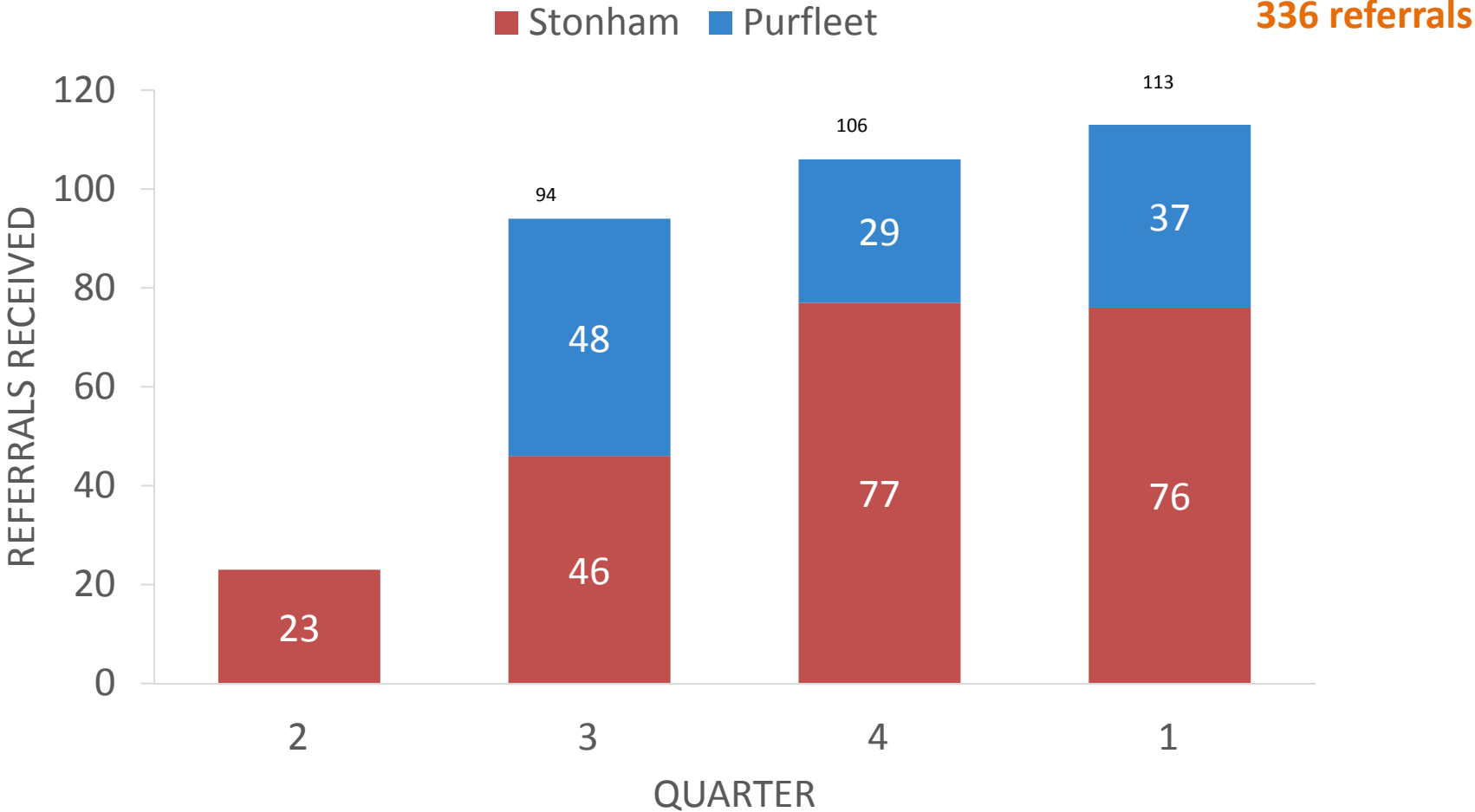
Presented by Jo Maule, Locality Manager (West)



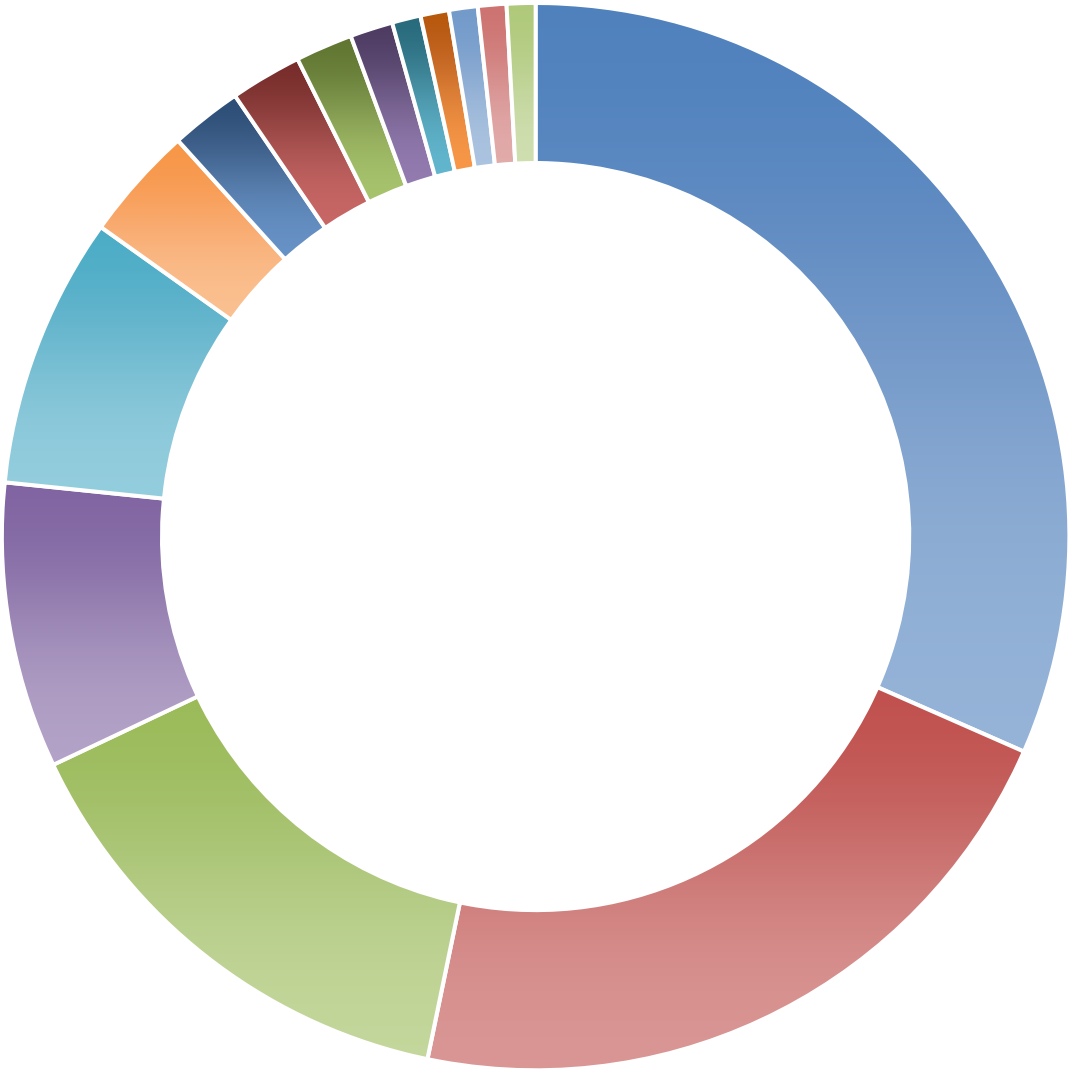
How we receive referrals



336 referrals received between 07/16 and 06/17...

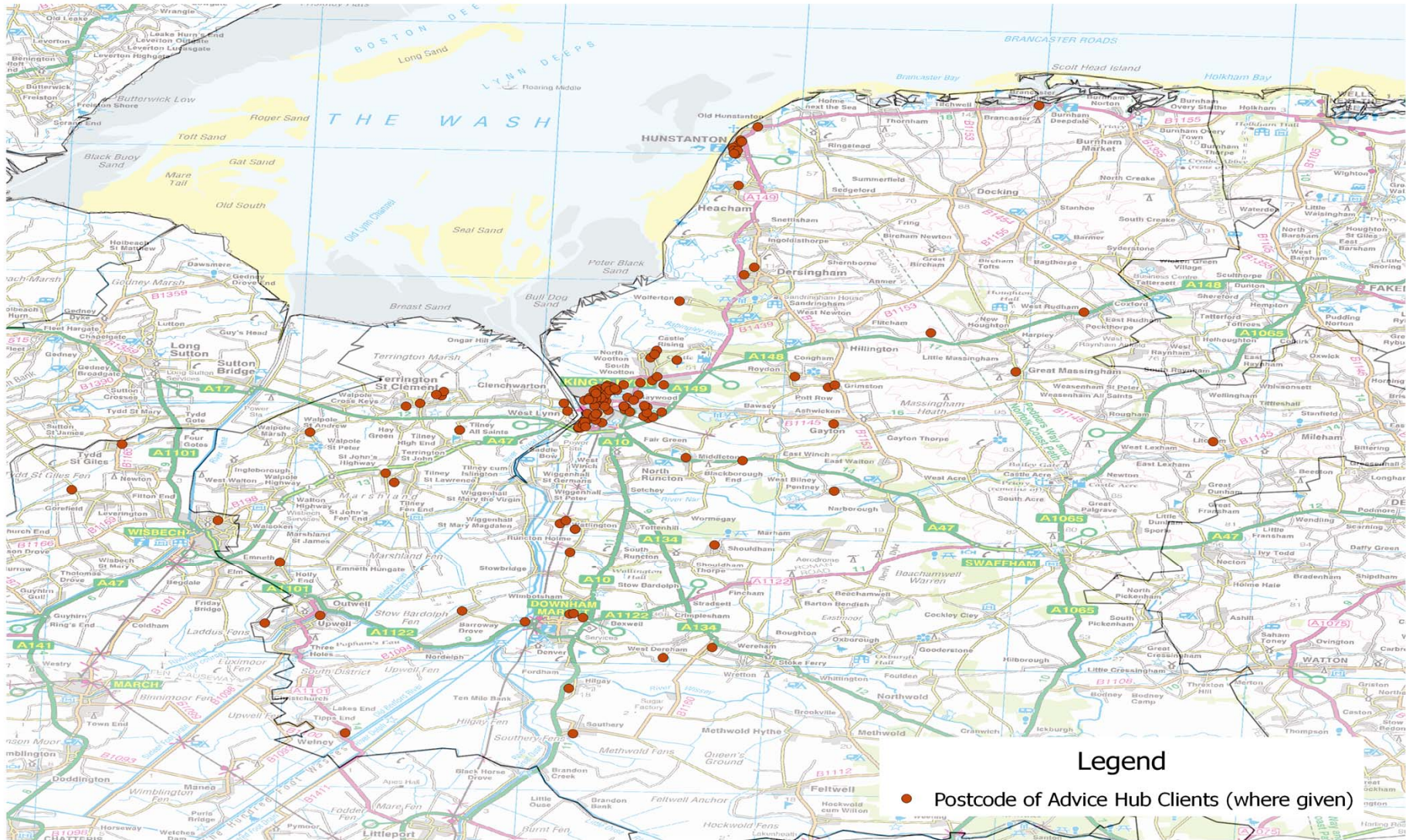


How clients hear about us...

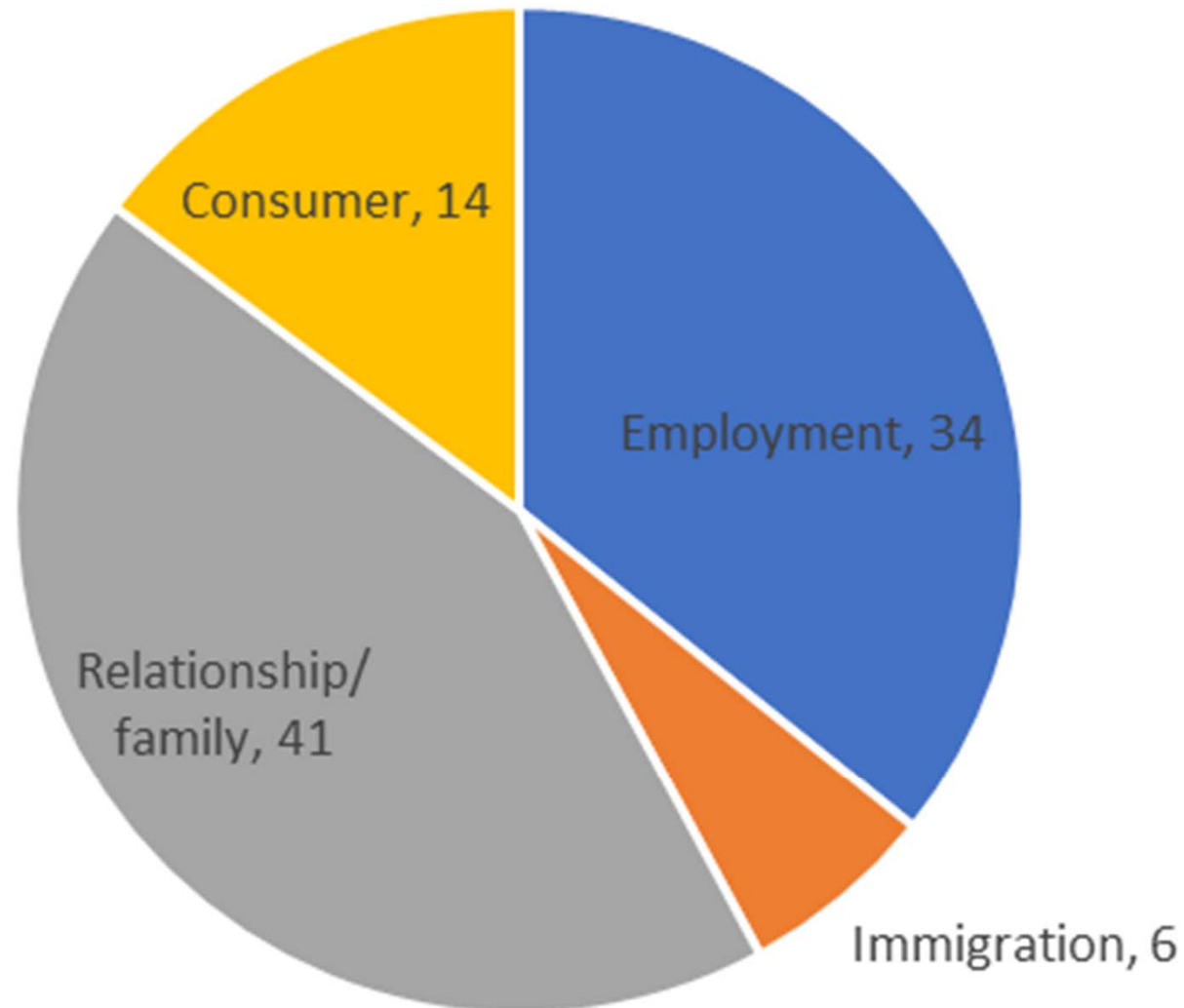


- BCKLWN
- Family/Friends
- Shelter
- Other clients/service users
- Statutory Services
- College
- Together UK
- Jobcentre Plus
- Merchant's Terrace
- Norfolk Citizens Advice Bureau
- Narcotics Anonymous
- Norfolk Recovery Partnership
- Inclusion in Wisbech
- WINDIS
- KLARS

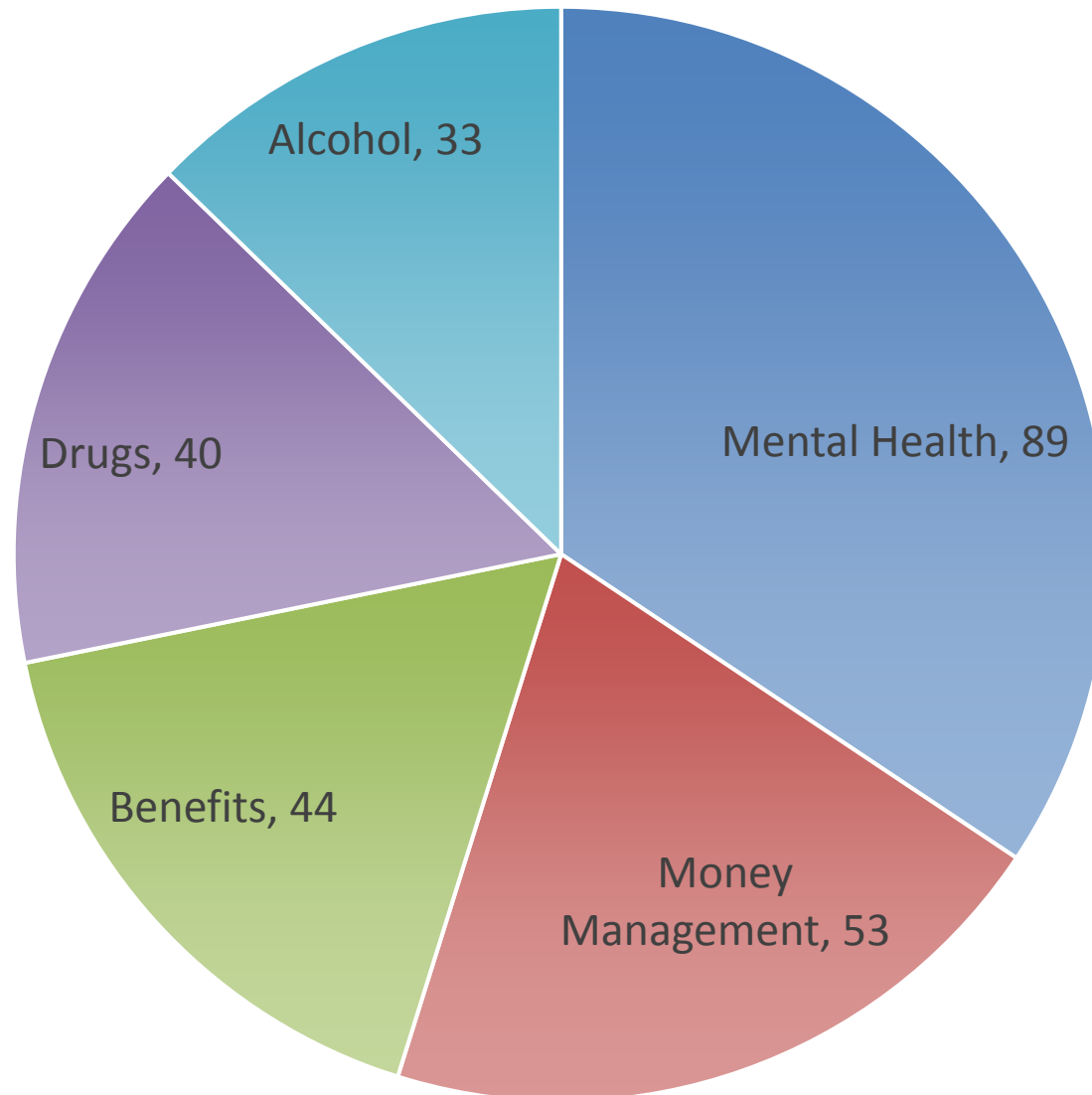
Clients are spread across West Norfolk ...



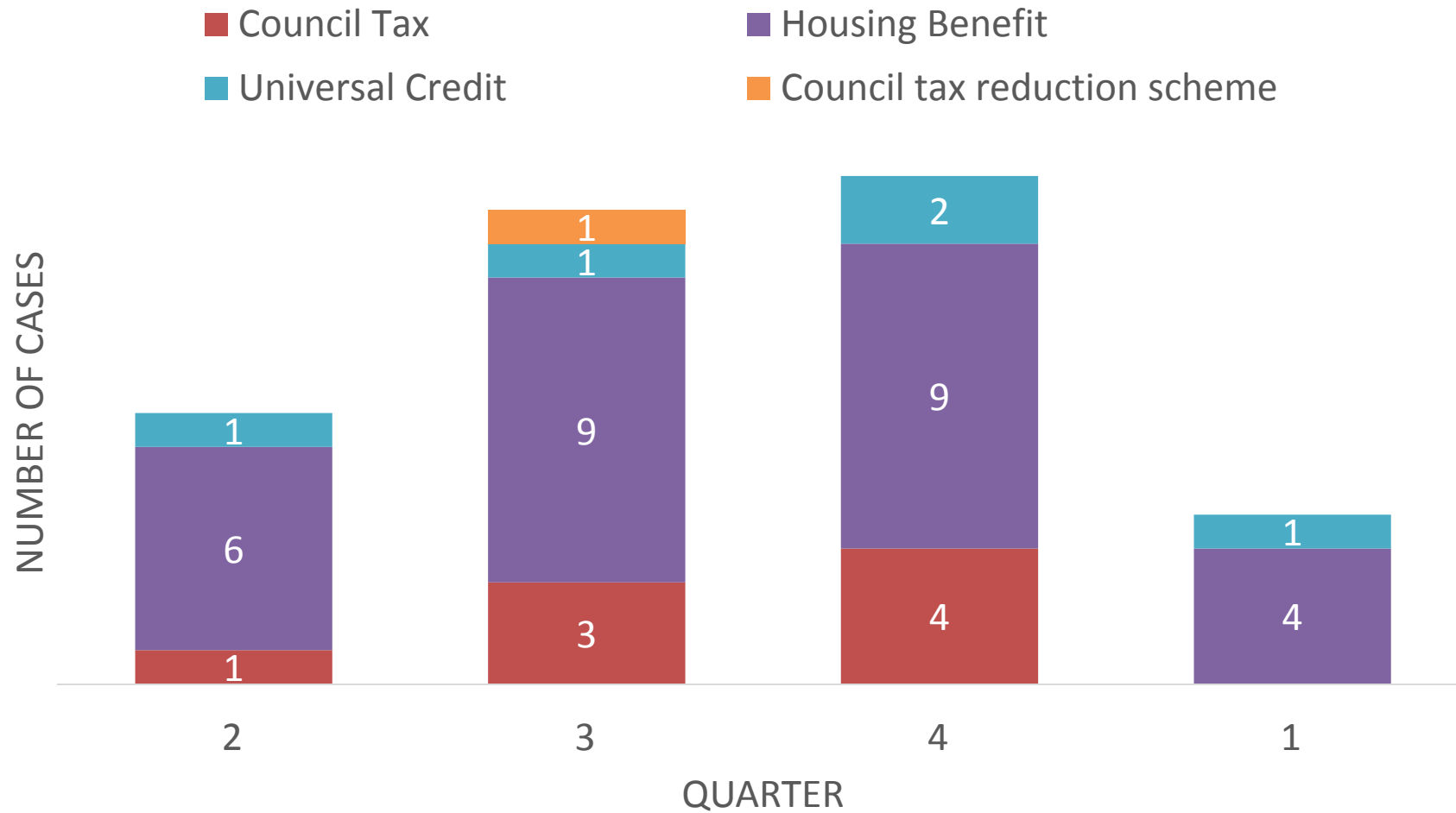
Housing Advice - key Issues our clients present with...



Housing Key Issues...

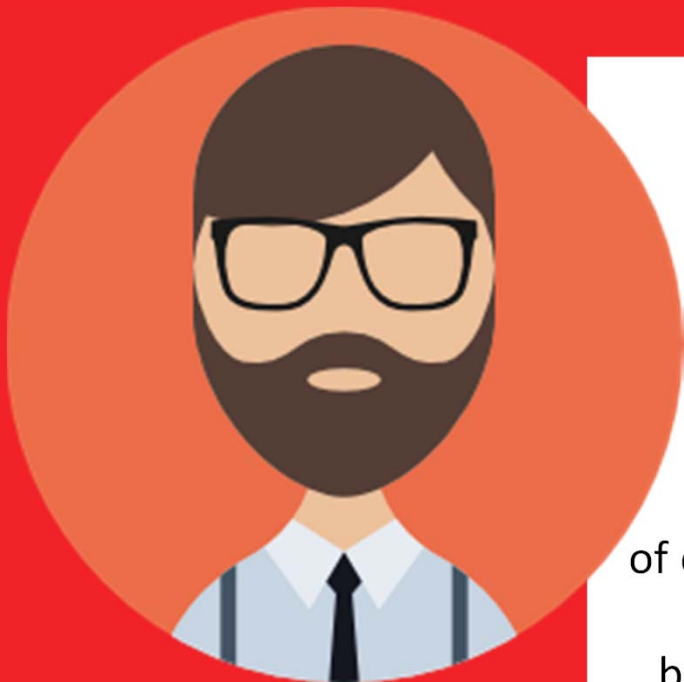


Revenue and Benefits...

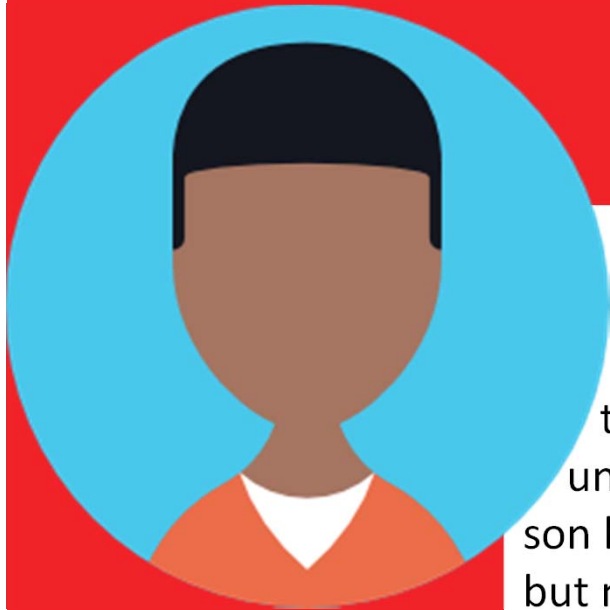


Case studies...

Amanda was in a bit of a state regarding overnight Storage Heaters – she doesn't use them in winter and her place is really cold. She worried they are really expensive, old and inefficient. We referred her to a lady at Freebridge whose job is Energy Efficiency to look at the heating and her gas, electricity and water supply along with windows/doors and insulation. She ensures properties are efficient and tenants know how to use everything effectively.



Evan worked a zero hours contract through an agency in a local food factory, was having difficulty paying his weekly rent for a room in a house and in danger of losing his accommodation. He had some mental-health/learning difficulties but wanted to keep working. He said he could not apply for housing benefit as he hadn't a tenancy agreement. We helped him use receipts for his rent payments and wage slips as evidence of earnings and advised he didn't need a tenancy agreement in a "shared" house. Evan received backdated housing benefit which gave him enough money to stay in his house.



Mike and Emma were renting a property, and didn't find out the owner had died until they requested to have some repairs done. Her son took over as landlord but was being very unhelpful so they withheld rent. We discovered the son had been managing his mother's bank account, but none of the family were actually legal owners. We referred to Shelter's legal team to support them in their rights as tenants and to environmental health around state of the property. Although the situation is ongoing, they feel our service helped them make sense of a lot of information that was difficult to process. Environmental health are assessing the state of the property and will pursue this with the landlord.

