

Factsheet 6 Housing Options

The Housing Options Team at North Norfolk District Council can offer advice to anyone who has a housing problem including home-owners, private or housing association tenants, and those with no accommodation. Advice and support can be offered on the following issues:

- preventing homelessness
- how to deal with mortgage or rent arrears
- harassment and illegal eviction
- domestic violence
- loss of tied accommodation
- loss of private rented accommodation
- debt advice
- relationship breakdowns
- claiming housing benefit
- assistance in completing a Housing Register application form to access Your Choice Your Home (see factsheet 12).

The team where possible aims to prevent homelessness but if this is not possible advice and assistance will be given to secure alternative accommodation.

The team will work with a customer through to resolution of the issue and will work with a range of services and agencies to secure the best solution including:

- Citizens Advice Bureau
- National Debt Line
- Drug and alcohol services
- Benjamin Foundation
- Stonham HomeStay
- Housing Benefits
- Shelter

The team also has various tools to assist them in trying to prevent someone from becoming homeless these can include:

- Assisting a customer to secure privately rented accommodation possibly by providing a loan for a deposit and rent in advance
- Assisting the customer with making an application for Discretionary Housing Payment to help cover a shortfall in rent
- Offering mediation

Contact: Housing Options, 01263 516375