



ISLE *of*  
WIGHT  
COUNCIL

Raising standards, creating opportunities

# **Preventing Homelessness Guide**

**Adult and Community Services Directorate**

**Housing and Community Support Services Division**

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PO30 1SS

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*Typetalk calls welcome*

# PREVENTING HOMELESSNESS

## Housing Advice

An important aspect of the Council's work is to ensure that the Island's residents are aware of their housing rights and housing options. Residents who are worried about any aspect of their housing needs can contact our housing advice service or request any of our leaflets on housing issues.

The Isle of Wight Council provides a homeless prevention service to offer help and information to people with housing needs so that they are able to make informed decisions on their housing options.

The prevention service is based at Housing Services which is part of the Isle of Wight Council and offers free advice and information on housing issues, the office address is: 7 High Street, Newport. The office hours are 8.30am – 5.00pm Monday to Thursday and 8.30am – 4.30pm Friday's and is contactable on 01983 823040 or email [housing@iow.gov.uk](mailto:housing@iow.gov.uk)

If an interview or home visit is arranged it is helpful to collate all your paperwork relating to your housing issue for the appointment.

## Tenancy Problems

If you have problems with your tenancy, you should seek advice as soon as possible. **Do not leave it too late.**

If your landlord is trying to get you to leave, you will have a better chance of keeping your home if you get advice at an early stage. If you believe that you could lose your home you should contact the Council's homeless prevention service in plenty of time.

They can advise on whether a notice is valid and talk to the landlord to try and resolve any problems so that you can keep your tenancy.

### **Rent Arrears**

If you are behind with your rent, you must keep in contact with your landlord. Make an offer to pay your rent plus a realistic amount towards the arrears.

Housing Services may be able to liaise with your landlord and draw up a repayment agreement which your landlord and you can sign up to.

It may also be worth checking that you are receiving all the benefits you are entitled to, so please contact the Housing Benefit Section on 01983 823950 or email: [revenues@iow.gov.uk](mailto:revenues@iow.gov.uk) and the Inland Revenue about claiming Tax Credits 0845 300 3900 or pick up a claim pack from the Jobcentre Plus Office.

### **Mortgage Arrears**

If you are having problems paying your mortgage, you should contact your building society or lender immediately. Failure to do this could cause arrears to mount up and cause even greater problems for the future.

If you are on income support you may be eligible for some help with interest payments contact the Benefits Agency on 01983 273000 for further information.

### **Other Debts**

You may find that you have difficulties paying other bills and need some assistance in sorting out your financial problems. If this is the case, you might find it helpful to contact the Citizens Advice Bureau or Frontline Advice Centre for debt advice.

## **Housing Support**

If you are struggling to sustain your tenancy, you may benefit from receiving support from one of the local support providers. They can offer practical and emotional support to tenants, such as:

- \* Advice and help in applying for benefits
- \* Support daily living skills – i.e. budgeting, shopping
- \* Accessing community facilities – i.e. education and employment

If you feel that this service would benefit you, please contact the supporting people team on 01983 550477.

## **Losing your home**

A housing officer can give advice about how you might be able to defend possession proceedings and the procedures that landlords must follow if they want to take possession of the property.

If homelessness cannot be prevented, advice can be provided to clients on their alternative housing options. Information can be provided that will assist clients in finding accommodation in the private sector.

## **Applying as Homeless**

Tenants need to be aware that if they are evicted because of rent arrears or anti-social behaviour there is a likelihood that they will not qualify for assistance under the homeless legislation. Therefore it is extremely important that every effort is made to address any housing problems in order to prevent homelessness from occurring. Seeking housing advice at an early stage can play a significant role in this process.

## **Advice Leaflets**

We have a range of housing advice leaflets and booklets available, which include:

Advice for Young People

Finding your own accommodation

Information for Homeless Applicants

Private rental agencies

These leaflets are also available on our website [www.iwight.com](http://www.iwight.com)

## **Advice and assistance is also available from:**

### **Citizens Advice Bureau**

Exchange House

St Cross Lane

Newport, Isle of Wight

PO30 5BZ

Tel. 0845 120 2959

Website [www.nacab.org.uk](http://www.nacab.org.uk)

The Citizens Advice Bureau Service offers free, confidential, impartial and independent advice. The Citizens Advice Bureau helps solve problems/provide advice on issues such as:

- Debt and consumer issues
- Legal matters
- Benefits
- Employment
- Immigration
- Family Matters

Advisers can help fill out forms, write letters, negotiate with creditors and represent clients at court or tribunal. When you call into a Citizens Advice Bureau please bring all relevant paperwork with you and allow sufficient time to discuss your case fully.

## **The Law Centre**

Exchange House  
St Cross Lane  
Newport, Isle of Wight  
PO30 5BZ  
Tel. 01983 524715

The Law Centre offers free, confidential, impartial and independent advice. They help solve problems and provide advice on issues such as:

- Preventing homelessness
- Help with Benefits
- Resolution of landlord & tenant issues
- Representation in Court
- Help solving mortgage & rent arrears
- Tenancy Issues
- Support services
- Employment
- Debt
- Consumer
- Community Care
- Property Disrepair

## **Frontline Advice Centre**

Parklands  
Park Road  
Cowes, Isle of Wight  
PO31 7LZ  
01983 291552

They provide debt advice and give assistance in completing forms – e.g. court papers, bankruptcy claims etc. Some benefits advice is also available.

### **Salvation Army**

72 Pyle Street  
Newport, Isle of Wight  
Tel. 01983 883373

Provides emotional support and counselling; provides soup and rolls on Monday, Tuesday and Wednesday at Pyle Street, Newport. Can obtain food, clothing and sleeping bags with a referral.

### **Samaritans**

14 East Street  
Newport, Isle of Wight  
PO30 1JL  
Tel. 01983 521234

Samaritans provide confidential emotional support, 24 hours a day for people who are experiencing feelings of distress or despair, or if you are worried about something, feel upset or confused, or you just want to talk to someone.

### **Womens Refuge**

PO Box 5  
Sandown  
Tel. 01983 825981

Information, advice, support and refuge for women and their children who have suffered emotional, physical or sexual abuse.

### **Sure Start**

152 High Street  
Ryde, Isle of Wight  
PO33 2HT  
Tel. 01983 568972

Sure Start is a Government programme to support children, parents and communities through the integration of early education, childcare and health and family support services.

### **Homestart**

10 Union Street  
Newport, Isle of Wight  
PO30 1QB  
Tel. 01983 533357

Home-Start provides emotional and practical support to families in their own home with things such as:breakdown or child abuse.

- Loneliness/Isolation
- Disabilities/Ill health
- Bereavement
- Post-natal illness
- Relationship difficulties

### **POTS – People off the Streets**

For advice, support, hot food, drinks, showers, sleeping bags etc.

118-119 St James Street  
Newport, Isle of Wight  
PO30 2HW  
Tel. 01983 533205 11.00 – 3.30 Mon, Wed and Fri

Youth & Community Centre  
Grafton Street  
Sandown, Isle of Wight  
Tel. 01983 403478 11.00 – 2.30 Mon, Wed and Fri



Youth & Community Centre  
Well Street/High Street  
Ryde, Isle of Wight  
Tel. 01983 566973 11.00 – 3.3.0 Tues and Thurs

**IDAS – Island drug and alcohol service**

102 Carisbrooke Road  
Newport, Isle of Wight  
PO30 1DB  
Tel. 01983 526654

Provides advice, information, support, counselling and treatment for people with drug and alcohol related problems, their partners, family and friends.

**The Council has compiled this list for assistance and every effort has been made to be accurate. The information should not be regarded as a recommendation.**

**This leaflet is available on request as an audiotape, in large print, in Braille and in other languages. If you require this service, please contact Housing Services on 01983 823040 or email [Housing@iow.gov.uk](mailto:Housing@iow.gov.uk)**



If you would like this document translated,  
please contact us on 01983 823040

#### Arabic

01983 823040 إذا ن غبتم في الحصول على نسخة مترجمة من هذه الوثيقة يرجى الاتصال بنا على

#### Bengali

আপনি যদি এই প্রমাণপত্র (ডকুমেন্ট) অনুবাদ করানো চান, তাহলে অনুগ্রহ করে আমাদেরকে

01983 823040 নম্বরে যোগাযোগ করুন

#### Chinese

如果你希望翻譯這份文件，請與我們聯繫。聯繫電話：01983 823040

#### French

Si vous désirez que ce document soit traduit, contactez-nous s'il vous plait au 01983 823040.

#### German

Falls Sie eine Übersetzung dieses Dokuments wünschen, wenden Sie sich bitte unter einer der folgenden Rufnummern an uns: 01983 823040

#### Hindi

Xid Awp es dEqwvyjæ kw Anuvwd cwhqy hYN, qo İ,Xw tyilPon nµbr 01983 823040 pr supké kIijE[

#### Italian

Se desiderate la traduzione di questo documento, contattateci allo 01983 823040

#### Punjabi

jkYr qusIN ies dsqwvyz dw Anuvwd cwhuµdy ho, qW ikRpw krky tYlIPon nµbr 01983 823040 qy sµprk kro[

#### Spanish

Si desea una traducción de este documento por favor llame al numero de teléfono 01983 823040

#### Urdu

پر رابطہ کریں 01983 823040 اگر آپ اس دستاویز کا ترجمہ کروانا چاہتے ہیں تو براہ مہربانی ٹیلیفون نمبر