

DECEMBER 2020

HOUSING NEWS

For Enfield **COUNCIL**
temporary accommodation
TENANTS

EVERYTHING YOU
NEED TO KNOW
ABOUT THE
NEW HOUSING
ALLOCATION
POLICY

www.enfield.gov.uk/temporaryaccommodation

HELP US STOP THE SPREAD OF COVID-19 AND STAY SAFE



MAINTAIN SOCIAL DISTANCE

Keep two metres apart, do not congregate in communal areas



WEAR FACE COVERINGS

In communal areas of blocks of flats, lifts, on public transport and in indoor places



WASH YOUR HANDS

(for at least 20 seconds) frequently, especially after going out. Use hand sanitiser if soap and water are not available



ISOLATE AT HOME AND GET A TEST

If you think you might have COVID-19 you can now have a test. Do not leave home if you or anyone in your household has symptoms. To get a test, go to nhs.uk/coronavirus or call 119



LIMIT CONTACT WITH OTHER PEOPLE

The rules will vary depending on which tier your area is in. For the latest information, visit: www.gov.uk/find-coronavirus-local-restrictions

Follow the latest guidance on
www.gov.uk/coronavirus

www.enfield.gov.uk

Welcome

Welcome to our second newsletter for Temporary Accommodation tenants.

This newsletter provides an update on our new housing points allocation scheme, how this impacts you and how we will support you.

There is also information on how to keep fit and healthy during the winter months.

Tackling homelessness is still the Council's number one priority. We have ambitious plans to build more Council owned homes, drive up standards in the private rented sector and reduce the time you wait to move into a settled home.

With the weather getting colder, it's important we look out for our rough sleepers. If you are worried about someone sleeping rough, contact London Street Rescue [here](#) or call **0300 500 0914**. If the person needs urgent medical assistance, please call **999**.

The COVID-19 pandemic is an ongoing situation so please keep up to date with the latest Government COVID-19 guidelines and details on what you can and cannot do over the Christmas period. A number of restrictions now apply. You can read more [here](#).

Finally, I hope you all have a wonderful Christmas and a Happy New Year!

Cllr Gina Needs
Cabinet Member for Social Housing

Contents

- 4 **Our Housing Allocation Scheme has changed: what you need to know**

- 5 **Jobs training**

- 6 **FAQs on the Housing Allocation Scheme**

- 7 **Help with paying your rent**

- 8 **Domestic abuse – Help and support**

- 9 **Your housing options**

- 10 **What to do if you see a rough sleeper**

- 11 **Your health and wellbeing**

- 12 **Tier 4 - STAY HOME**

Housing News for temporary accommodation tenants is produced by the Council's Communications Team. The content is correct at the time of printing this publication. It is available online at www.enfield.gov.uk

If you would like to contact us, email: temp.accom.team@enfield.gov.uk or write to Housing News for Temporary Accommodation tenants, Enfield Council, Communications Team, Civic Centre, Silver Street, Enfield, EN1 3XA.

TRANSLATION

If you require any content in this newsletter translated, please email HousingNews@enfield.gov.uk

THE HOUSING ALLOCATION SCHEME HAS CHANGED: **WHAT YOU NEED TO KNOW**

WHY ARE WE DOING THIS?

We want everyone to have a safe and secure home.

Enfield has the second highest level of temporary accommodation in the country, with **3,600** households living in temporary accommodation. Each year about **550** social housing properties become available to let and around **4,000** people approach us for help. This means that people spend many years in temporary accommodation whilst they wait for a property to become available – often more than **ten years**. Every year the number of people in temporary accommodation increases.

WHAT ARE THE CHANGES?

People who move out of temporary accommodation into the private rented sector will get increased priority for social housing. You will get an extra **50 points** when you move and get **50** more points after six months. Each year your points will go up by **10%** if you maintain your tenancy.

People who became homeless before November 2012 will also benefit if they move into the private rented sector and will receive **100 extra points**.

WHAT HELP IS ON OFFER?

The type of help we offer depends on your circumstances and the property you are currently living in.

HOMEFINDER

All residents have access to the Council's [Homefinder scheme](#). This works in two ways. Our staff will help to find a home for you and help with deposits. If you find your own property, the team may also be able to help you with negotiating with the landlord. The team works with a wide range of landlords and Capital Letters (a joint project with 14 other London boroughs). You can read more about Capital Letters [here](#).

SINGLE HOMELESSNESS PREVENTION SERVICE (SHPS)

The Single Homelessness Prevention Service works with residents who do not have children and do not need supported housing. The service works with a range of private landlords to help people to find a home.

LEASED PROPERTIES

The Council already leases properties from private landlords to use as temporary accommodation. We are in the process of transferring some of these properties to the Council's housing company Housing Gateway. This will mean that residents in the properties transferred will automatically benefit from the changes. You will be asked to sign a new tenancy agreement as part of this process. Read more about Housing Gateway [here](#).

If your property is not being transferred, then you can still find your own property to benefit from the changes to the Housing Allocation Scheme.

NIGHTLY PAID

If you live in nightly paid accommodation, then the Council will either find you a suitable privately rented home or try to change your existing property into a privately rented tenancy. You can also find your own property so that you can benefit from the changes.

WHAT HAPPENS IF I MOVE OUT OF ENFIELD?

If you move to a property outside the Borough you will remain on the Housing Register for **five years**. You will still get the annual increase in points and be able to bid for properties through [Home Connections](#).

WHAT HAPPENS IF I STAY IN TEMPORARY ACCOMMODATION?

For people who became **homeless after November 2012**, the Council will find you a suitable privately rented home. If you reject this offer, then this will end our duty towards you, and you will no longer be entitled to temporary accommodation or to be on the Housing Register.

For people who became **homeless before November 2012**, the Council will help to find you a suitable privately rented home. If you reject this offer you will still be entitled to temporary accommodation, but you will not get the increase in points and will not be able to bid for properties through [Home Connections](#). We will make you one offer of a suitable social rented home.

**MY BENEFITS HAVE BEEN CAPPED SO I CANNOT AFFORD TO MOVE**

There are two ways to become entitled to full benefits. The first is that the cap does not apply to anyone who receives any form of disability benefit. If you have any health or medical issues this may mean that you are entitled to an increase in benefits. You can find out more about benefits and how to claim [here](#).

The second way is to be in employment. We have partnered with online crowdfunding platform Beam to help homeless people access employment support and training. You can find out more about this [here](#).

WHAT DO I NEED TO DO?

Temporary accommodation is not meant to be a long-term home. For most people this means that you should find a privately rented home to benefit from the changes. We can help but you will have a much better choice if you can find your own home. You can find advice on finding a home on our website [here](#).

LATEST**JOBS**

HOUSING ALLOCATION SCHEME

FAQs

Q Are there any changes to my rights/responsibilities? Legal rights?

A There is no change to your legal rights or responsibilities under the new allocations scheme.

Q My temporary accommodation is being transferred to Enfield Let. How does this affect me?

A The Council is in the process of changing some of our temporary accommodation to privately rented. This means that you can stay where you are but be considered a private tenant and will be able to increase your points. Enfield Let is part of Housing Gateway which is owned by the Council.

Q What are the benefits to me of the change? Why should I move/sign?

A If you are living in temporary accommodation, then you can increase your points and degree of choice by moving to a privately rented home or through your temporary accommodation being transferred to Enfield Let.

Q Will I have the right to bid for Council Accommodation?

A If you became homeless before November 2012 and are living in temporary accommodation, you will have an increase in points, but will not be able to bid for properties. The Council will make you an offer of a suitable home as soon as one becomes available. If you move into a privately rented property or your temporary accommodation is transferred to Enfield Let, your points will increase, and you will be able to bid through the Choice Based Lettings website.

If you became homeless after November 2012 there is no change and you can bid as normal. You will not get an increase in points unless you move to a private rented home or your accommodation is transferred to Enfield Let.

Q I am waiting for a transfer due to my medical/ASB/domestic abuse/overcrowding. How will this affect my transfer?

A Your points are calculated by the needs that you have. Many people will have increased their points but there will be some people with lower levels of need who will have a lower number of points. You can check your points by logging into Housing Register [here](#) using the details we recently sent you.

Q How long will I be able to stay?

A There is no time limit on how long you can stay in temporary accommodation, but it is in your interest to work with us to secure a home in the private rented sector. Temporary accommodation is not intended to be a long-term home.

Q If I don't agree what are the consequences?

A If you became homeless before November 2012, then the Council will make you one suitable offer of a social rented home and this will end our duty towards you. You will not get to choose which property you are offered.

If you became homeless after November 2012, the Council will make you one suitable offer of a privately rented home and this will end our duty towards you.

For other applicants there is no change.

Help with paying your rent

Everyone who is allocated temporary accommodation by a local authority must pay rent. It is your responsibility to pay your rent.



- If you are unable to fully pay your rent you must make a claim for Housing Benefit. You can do this by visiting [here](#).
- If your income has reduced because you are unable to work or your hours have reduced, you can apply for Universal Credit to help with yours and your family's income. You can do this [here](#). As a Temporary Accommodation tenant you will still need to apply for Housing Benefit even if you apply for Universal Credit.
- If any of your circumstances have changed such as you are no longer working or someone has left your household, you must inform the Housing Benefit department of this change by emailing revs@enfield.gov.uk.
- You may wish to apply for Discretionary Housing payments if you already receive Housing Benefit but you're having difficulty paying your rent shortfall at [here](#).

Ways to pay your rent:



PAY ONLINE by visiting www.enfield.gov.uk



Pay at any outlet with the **Payzone sign** using your rent card



BY STANDING ORDER using
Sort code: 09-07-20
Account number: 05150817
Payee: London Borough of Enfield.

*You must use your rent account number as a reference. This is shown on your rent card.



Contacting us

If you would like to discuss a payment plan for your rent, need a rent card or have any queries regarding your rent account you can contact the Rent Team by emailing incomerecoveryteam@enfield.gov.uk or by calling **020 8379 1000** and choosing option 4.



Help and advice

If you are currently experiencing financial hardship due to COVID-19 please visit our financial hardship [page](#) for help and advice.

If you need help with managing your money or to apply for welfare benefits you can also get support and advice from a range of organisations including [Citizens Advice](#), [National Debtline](#) and the [Money Advice Service](#).

STOP LOAN SHARKS

Our team is committed to ensuring that illegal money lenders (loan sharks) do not take advantage of those who are struggling to make ends meet. We have partnered with Stop Loan Sharks, a national organisation that will help get you safely away from loan sharks. Find more information [here](#) or report a loan shark on **0300 555 2222** and get help in full confidence and anonymously.



CALL US

If you're worried about yourself or someone else

FREE PHONE

0800 923 9009

Domestic Abuse – Help and Support

Email: callusDAH@enfield.gov.uk

If you are in temporary accommodation outside Enfield
FREEPHONE 0808 2000 247 National Domestic Abuse Helpline

www.enfield.gov.uk/dv



YOUR HOUSING OPTIONS

Renting privately lets you choose the type and location of your new home. There are always properties available, and it is the most realistic option for accessing accommodation suitable for your needs quickly.

We know choosing where you live is important to you, especially, if you have school age children and do not want to disrupt their education, or if you need to be near friends and family.

FINDING THE RIGHT PROPERTY FOR YOU



- Register with estate agents in all the areas where you are looking to rent a property. Make sure they have your contact details and stay in touch with them.
- Set up alerts on property search websites such as [Zoopla](#), [Rightmove](#) and [OnTheMarket](#).
- You can also check on classified advertising websites such as [Gumtree](#).

You can find more tips [here](#).



FUNDING THE PRIVATE RENTED SECTOR HOME OF YOUR CHOICE

When claiming Housing Benefit or Universal Credit to help you pay your rent, the calculation is based on the rent charged up to the Local Housing Allowance (LHA) rate if you rent from a private landlord. LHA rates are based on the mid-point of a range of rents in a certain area. You can see Enfield's LHA rates [here](#).

You can apply for help with a deposit and/or rent in advance via our [Homefinder scheme](#). If you are living in temporary accommodation provided by us before November 2012, you can apply for assistance via our Fresh Start scheme which also helps with moving costs if you find a suitable home outside Enfield. You can read more [here](#).

TENANCY TRAINING AND SUPPORT



We will be introducing tenancy training and support to help you access and sustain a suitable private rented sector tenancy soon.



WORRIED ABOUT SOMEONE SLEEPING ROUGH?

Reporting a rough sleeper is easy – please follow this link and it will take you straight through to the London Street Rescue website www.streetlink.org.uk.

The telephone number for the service is **0300 500 0914**.

If the person needs urgent medical assistance please call **999**.

London Street Rescue will then organise for a specialist team to come out and assess the needs of the person and take the appropriate follow up action.

Do not wait to report to the Council's housing or social services staff, this will delay further action.

Taking care of your health and wellbeing



Good physical and mental health and wellbeing can help you better cope with the current circumstances and the uncertainty that COVID-19 is creating. Below are some tips to help you look after your health and wellbeing.

every mind matters

It is so important to do what we can to look after our mental health and wellbeing. **NHS Every Mind Matters website** has expert advice and tips to help you

look after your mental health.

If you're aged 11-19 visit **Kooth** for free, safe and anonymous online support.

If you find yourself unable to cope and faced with thoughts of suicide or self-harm, it is important to tell someone. Call the **Samaritans** any time from any phone for free on **116 123**, or if you need help urgently call **999**.



Winter Flu Vaccinations

This year it's more important than ever to have your **flu jab**. If you are eligible for the free jab speak to your GP or local pharmacy to book an appointment. Remember,

the flu jab is safe and the most effective way to protect you and your family from the flu.

STOP SMOKING

LONDON

Avoid smoking and try to keep alcohol intake to a minimum. Smokers are more likely to be severely ill if infected with COVID-19.

Get help using the **London Stop Smoking Portal** or call **0300 123 1044**.

HELP US HELP YOU

STAY WELL THIS WINTER

Help Us, Help You – Accessing NHS Services

If you are worried about your health, don't hesitate to visit your GP. The NHS has introduced a range of measures to ensure the safety of your visit.

Seeking medical help is one of the four reasons that you can safely leave home, in line with government guidance during the second lockdown.



If you require **food support** please visit **our website** or call **020 8379 1000** and select option 7.

If you live outside the borough, find your nearest food bank at **The Trussell Trust**.

HEALTHY START

Healthy Start and free school meals

If you have a child under the age of four you may be eligible for

Healthy Start vouchers – visit **here** to check if you qualify.

Also, to check if your child can get free school meals visit **here**.



CORONAVIRUS TIER 4

STAY AT HOME

gov.uk/coronavirus

If you live in a Tier 4 area, you cannot join or form a Christmas bubble. You must not leave or be outside of your home except for specific purposes.

MEETING FRIENDS AND FAMILY 	BARS, PUBS AND RESTAURANTS 	RETAIL 	WORK AND BUSINESS 
<p>No household mixing, aside from support bubbles and two people meeting in public outdoor spaces.</p>	<p>Hospitality closed, aside from sales by takeaway, drive-through or delivery.</p>	<p>Essential shops can open. Non-essential retail must close and can only open for click-and-collect and delivery.</p>	<p>Everyone must work from home unless they are unable to do so.</p>
EDUCATION 	INDOOR LEISURE 	ACCOMMODATION 	PERSONAL CARE 
<p>Early years settings, schools, colleges and universities open during term time. Registered childcare, other supervised activities for childcare purposes, and childcare bubbles permitted</p>	<p>Closed.</p>	<p>Closed (with limited exceptions)</p>	<p>Closed.</p>
OVERNIGHT STAYS 	WEDDINGS AND FUNERALS 	ENTERTAINMENT 	PLACES OF WORSHIP 
<p>You must not stay overnight away from home. Limited exceptions apply.</p>	<p>Funerals of up to 30 people permitted. Wakes and other linked ceremonial events can continue in a group of up to six. Weddings of up to six can continue in exceptional circumstances.</p>	<p>Indoor entertainment closed. Some outdoor attractions may remain open.</p>	<p>Open for private prayer and communal worship, but cannot interact with anyone outside household or support bubble.</p>
TRAVELLING 	EXERCISE 	RESIDENTIAL CARE 	CLINICALLY EXTREMELY VULNERABLE
<p>You must stay at home and only travel for work, education or other legally permitted reasons. If you must travel, you should stay local, and reduce the number of journeys you make. You must not leave a Tier 4 area or stay overnight away from home. Residents in Tiers 1 - 3 should not enter Tier 4 areas. Do not travel abroad if you live in a Tier 4 area unless an exemption applies.</p>	<p>You can leave your home to exercise by yourself, with your household or support bubble, or with one person from another household. Outdoor sport allowed but gatherings limit applies except for youth and disabled sport.</p>	<p>You can visit relatives in care homes with COVID-secure arrangements such as substantial screens, visiting pods, and window visits.</p>	<p>The Clinically Extremely Vulnerable are advised to stay at home as much as possible, except to go outdoors for exercise or to attend health appointments.</p>

For support and more information visit:
gov.uk/coronavirus



HANDS



FACE



SPACE