

How to get advice on homelessness and housing

How can I contact you?

Email: HousingAdviceService@enfield.gov.uk.

Phone (for emergency homelessness help): 020 3821 1769.

Our phone line is open Monday to Friday, 9am to 5pm.

At other times, please phone our out-of-hours service: 020 8379 1000.

Is there another way I can get advice?



For fast, free and anonymous help, use our **interactive tool**.
It has advice on evictions, your rights, renting, and other topics.

Start at <https://enfield.adviceaid.uk>

How can I speak to a homelessness advisor?

Our appointments are phone and online meetings.

Meetings are usually available from 9am to 4:30pm on Mondays, Tuesdays, Wednesdays and Fridays. On Thursdays, meetings are usually available from 12 noon to 4:30pm.

Please don't come to our offices unless we have confirmed an in-person appointment with you.



How can I get an update or ask about my homelessness case?

To ask about your homelessness case – or to update your information – please contact your housing officer (homelessness caseworker).



www.enfield.gov.uk/homelessness

What kind of help do you offer?

- Free homelessness advice.
- Homelessness and housing support if you are legally eligible.
- Housing support could include temporary accommodation, and helping you to find a suitable longer-term home.

What happens if you decide to house me (and my family)?

- You will not automatically get a Council flat/house. Being homeless doesn't mean we must offer you social housing.
- We house people where rents are affordable. Your accommodation can be anywhere in the UK. So, you might have to move far away from Enfield.
- We will consider your household's needs and the amount of rent you can afford.
- We will make one offer of suitable housing. This is likely to be a home for rent in the private sector.
- For more housing options, you should register with our partners.
- If you don't accept a suitable offer of accommodation, we will check if you should get other help from us.
- After we complete the legal duties we owe you, we will let you know and close your homelessness case.

Is there anything I need to do?

If you meet the criteria for housing assistance, you must:

- ✓ tell us about changes to your needs and household situation.
- ✓ make sure we have your correct email address and phone number to contact you.
- ✓ pay your accommodation charge ('rent') on time. (Housing isn't free.)
- ✓ continue to find your own housing while we try to help you.
- ✓ complete your tasks if you get a Personal Housing Plan (PHP).
- ✓ be ready to accept an offer of housing.

Also:

- ✓ if you think the housing we offer you isn't suitable, you should still accept our offer. After you accept, you can request a review.

Note: the information in this document is correct at the time of publication (14 November 2025).