

MARCH 2023

HOUSING NEWS

For Enfield Council
temporary
accommodation residents



**EVERYTHING YOU
NEED TO KNOW
ABOUT MOVING ON
FROM TEMPORARY
ACCOMMODATION**
**GET INVOLVED AND
HAVE YOUR SAY ON
OUR SERVICE**

www.enfield.gov.uk/temporaryaccommodation

Housing Forum

for Enfield Council temporary accommodation residents

my **HOME**

Temporary Accommodation Residents' Forum

Tuesday 21st March 2023
11am-1pm

Green Towers Community Centre,
Plevna Road, Edmonton, N9 0BU

Get involved and
have your say about
your temporary
accommodation and
move on options

There will be tea, coffee and light
refreshments available for all
attendees

Welcome

Thank you to those of you who attended our Temporary Accommodation Residents' Conference in November. There is a report on the event on pages 4 and 5.

It was really valuable to get your views and feedback on our service. Your voices were heard.

Some of the improvements we discussed with you have been put in place. For example, we have set up a Temporary Accommodation Residents' Forum so you can meet with our team regularly – and get involved and have your say on our service. See the page opposite for more information.

Our service has also been changed to make it simpler and easier for you to contact us and get the help you need. (See page 6 for details).

Living in temporary accommodation can be tough, especially for families. It is also very expensive for the Council. We are building as many council-owned, affordable homes as we can.

Unfortunately, the harsh reality of the national housing crisis – which is particularly acute in London – is that the demand for social housing far exceeds the supply.

Your best option is to find a settled home of your choice in the private rented sector. You will keep your place on our Housing Register (waiting list) – and get bonus (extra) points for a council or housing association home.

We have support schemes to help you overcome the financial and practical barriers you face in making the move. See pages 7-10 for more information.

Best wishes

CLlr George Savva
Cabinet Member for Social Housing



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To book a place at the Forum please email:
engagement@enfield.gov.uk

www.enfield.gov.uk/temporaryaccommodation



Housing News for temporary accommodation residents 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: HousingNews@enfield.gov.uk or write to Housing News for Temporary Accommodation residents, Enfield Council, Communications Team, Civic Centre, Silver Street, Enfield, EN1 3XA.

Your contact details: You have been sent this newsletter to inform and update you about the services we provide to you. If you do not wish to receive this newsletter in the future, please email: HousingNews@enfield.gov.uk.

Your privacy is important to us. For information on how we will use and manage information about you visit: www.enfield.gov.uk/privacy-notice

TRANSLATION

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

NOVEMBER TEMPORARY ACCOMMODATION CONFERENCE

THE CONFERENCE WAS HELD ON THURSDAY 24 NOVEMBER AT GREEN TOWERS COMMUNITY CENTRE IN EDMONTON GREEN IN ENFIELD.

It was organised so the Council could hear your views and get your input on our service – and our plans to improve it. Presentations from our team included:



- How social housing is allocated - Helen Stavrou, Assessment & Allocations Service Manager
- Find Your Own Home Scheme – Tanya Aumeer, Sustainable Housing Team Manager
- A New Home, New Beginnings, Joanna Barrack, Beam Partnership Scheme
- Cost of living support and advice, Josephine Mytil, Welfare Support and Debt Advice Team Manager
- Training and Employment – Ann-Marie Liddiard, Local Employment Team Manager
- Housing Solutions Service – Adam Stephenson, Head of Market Management
- Get involved and have your say – Jim Dunn, Resident Liaison & Engagement Team Manager



SERVICE IMPROVEMENTS SINCE THE CONFERENCE

Your issue ❌	Our action ✅
Difficulty getting through to our service	<ul style="list-style-type: none"> • There's now one contact email: housingsolutions@enfield.gov.uk • You will also have a named caseworker
Temporary Accommodation standards	<p>We now have a property standards inspection team</p> <ul style="list-style-type: none"> • It will inspect your accommodation within two weeks of you moving in – and also on a periodic basis • Between times, if you have asked your landlord or accredited management agent to make an essential repair and they haven't, contact your caseworker for help <p>See page 6 for more information.</p>
Need for regular events so you can get involved and have your say	<p>There will be quarterly Temporary Accommodation Residents' Forum meetings. See page 2 for details.</p>



Visit: www.enfield.gov.uk/temporaryaccommodationconferenceslides to view the presentations. There is a summary of your questions and our responses on the opposite page.

SUMMARY OF CONFERENCE: Q&AS

HOW LONG WILL I BE IN TEMPORARY ACCOMMODATION?

Temporary Accommodation (TA) is not meant to be a long-term home. It's interim accommodation for people the Council has accepted a duty to house under homelessness law. You are most likely to be offered a suitable home in the private rented sector (PRS).

HOW CAN I INCREASE MY PRIORITY FOR SOCIAL HOUSING?

We changed our Housing Allocation Scheme in 2020 so people who move out of TA, as a result of securing and sustaining a suitable PRS tenancy, get bonus (extra) housing points.

WHAT DOES THIS MEAN FOR ME?

If you became homeless after November 2012

You were given **200 points**

You will get **50 extra points** when you move to a PRS home

- 50 more points after six months
- A 10% increase in points for each year you sustain your tenancy

Total points at end of your first year: 330

If you became homeless before November 2012

You were given **650 points**

- You will get 100 extra points when you move to a PRS home

Total points: 750

You can use your points to bid for available social housing properties on our choice based lettings website: <https://enfield.homeconnections.org.uk/>

WHAT HAPPENS IF I STAY IN TA?

If you became homeless after November 2012, we will assist you to find a suitable PRS home (see pages 7-10 for help available). If you decline this offer of assistance, you won't get the increase in points or be able to bid for properties through Home Connections. The Council will find you a suitable PRS home. You won't be able to choose. If you reject this offer, then this will end our duty towards you, and you will no longer be entitled to TA.

If you became homeless before November 2012, we will assist you to find a suitable PRS home (see pages 7-10 for help available). If you decline this offer of assistance, you will still be entitled to TA but you won't get the increase in points or be able to bid for properties through Home Connections. The Council will make you one offer of a suitable social rented home. You won't be able to choose.

WHAT FINANCIAL HELP IS AVAILABLE FOR ME TO RENT PRIVATELY?

We have **three support schemes** which provide financial help: Find Your Own Home, Relocation and Beam (see pages 7-10).

DO THESE SCHEMES WORK?

Yes, on average **thirty households a month** move out of TA into PRS homes using our Find Your Own Home scheme.

WILL THE COUNCIL BE MY RENT GUARANTOR?

No, we offer a rent deposit or a financial incentive to landlords. Enfield Let, the Council's ethical lettings agency, provides rented accommodation for people with low credit scores. Speak to your caseworker for more information.

YOUR NEW HOUSING SOLUTIONS SERVICE

A new Housing Solutions Service has been launched to better support households the Council has accepted as homeless.



- Contact your Housing Solutions caseworker to report repairs in TA managed by the Council

CONTACTING THE HOUSING SOLUTIONS SERVICE

Email housingsolutions@enfield.gov.uk or call 020 8379 4523. We will be in touch soon with more information about your caseworker and how to contact them.

This means households it has accepted a duty to rehouse. It is called 'the main housing duty'.

You are owed the main duty if we are satisfied you are eligible for assistance; in priority need; and not intentionally homeless.

We offer you Temporary Accommodation (TA) until we can make you an offer of suitable longer-term accommodation – most often in the private rented sector. This offer will end our main duty.

WHAT HAS CHANGED?

You will have a named Housing Solutions Service caseworker who will:

- Be your single point of contact for all your TA property queries
- Give you information about your housing options for moving on from TA
- Assist you to access our schemes to help you rent a suitable home of your choice from a private landlord [see pages 7-10 for more information]
- Signpost you to support services such as: help with the rising cost of living, securing benefits, training, and employment (see page 11 for more information)

REPAIRS

Most TA is managed by an accredited agent. You can find details of the agent on your licence agreement. Contact the agent to report repairs in the first instance.



- If you are dissatisfied with your agent, ask your Housing Solutions Service caseworker for help

Your Housing Advisory Service now has a Housing Standards Team to ensure that all TA is compliant, meets the required standard and is effectively maintained:

- The team will inspect your accommodation within two weeks of you moving in – and also on a periodic basis
- Between times, if you have asked your accredited agent to make an essential repair and they haven't, contact your Housing Solutions caseworker for help.



We are offering our TA residents an opportunity to learn more about our shared ownership scheme.

With our help, shared ownership could enable you to buy a share of a new home and pay rent on the remainder. You can buy more shares over time.

If you are interested in getting on the property ladder and want to find out more, please email HASSharedOwnership@enfield.gov.uk and we will be in touch.

We are committed to providing you with a range of viable, affordable and sustainable housing options so you can move on from TA. See pages 7-10 for more options.

Find Your Own Home Scheme



AN OPPORTUNITY FOR YOU TO FIND SUITABLE, AFFORDABLE PRIVATE RENTED SECTOR (PRS) HOUSING, INCREASE YOUR HOUSING POINTS ON THE HOUSING REGISTER – AND BID FOR A COUNCIL OR HOUSING ASSOCIATION HOME!

How do I know if I am eligible?	The benefits for you
You are living in emergency or temporary accommodation	Opportunity for a fresh start and new home
You have found a PRS property that you like	Flexibility and choice of where you want to live - UK wide
You are in receipt of Housing Benefit or Universal Credit	Training on how to sustain your tenancy, manage your money and secure employment
You need financial help with upfront costs	One month's rent paid in advance and one month's deposit or an incentive paid directly to landlord or agent
The property does not have to be at the Local Housing Allowance (LHA)* rate as long as it is AFFORDABLE for you. *LHA is how much benefit you will get to pay the rent on a PRS home in your chosen area	Practical support to help you secure the PRS home of your choice such as rent negotiation and document checking
The property passes our checks that it is safe, and you can afford to rent it	Aftercare service to help you sustain your tenancy

Q. Do I need to sign up for the scheme?

A. No, you do not have to sign up or register for this scheme. If you meet our eligibility conditions (outlined above) you can find your own home. Do not pay any money or sign any agreements without contacting your caseworker first. This is because they can sort out the tenancy agreement on your behalf – and payments such as a deposit or rent in advance.

If you have found a property email: housingsolutions@enfield.gov.uk and add the words 'Found a Property' to the subject line.

Q. Has anyone got permanent social housing through this scheme?

A. Last year (financial year 2021-22), 68 households moved to a council or housing association

home by using extra points earned through the scheme.

Q. How do I know I can afford to rent privately?

A. Decide where you want to live first (outside of London is often cheaper). Work out what you can afford. We can negotiate the rent with a landlord on your behalf. We will also check the affordability before signing you up to a property.

Q. If I move out of Enfield will I get the scheme benefits?

A. You will get bonus points and will stay on our Housing Register for five years. Help with the financial costs of moving home will also be given. Please see more information on our relocation support scheme on pages 8-9.

For tips on finding a PRS home of your choice and setting your budget visit: www.enfield.gov.uk/services/housing/how-to-find-a-property-to-rent.



EXPLORING

A RELOCATION TO A NEW AREA



We are here to help you



EXPLORING

A RELOCATION TO A NEW AREA



We are here to help you



The shortage of accommodation across Greater London has never been higher.

Most households living in temporary accommodation will be waiting many years for a new home. Over 100 households, in Enfield, have been in the same temporary accommodation placement for 10 years.

New home, new beginnings.

We know you are in a desperate position but we can help you to move from temporary accommodation into your new home in an area of your choice. We have a dedicated team of officers who can help you find accommodation that is immediately available outside of London in areas across the South East, North West, North East and Midlands for you to choose from.

There are many benefits to moving and you will be supported through the process by our team.

- ✓ IMMEDIATE opportunity for a fresh start and new home
- ✓ Greater choice in types of housing
- ✓ Your choice to live close to family and friends
- ✓ Support with financial costs of moving home
- ✓ Help to register with a GP and access health services
- ✓ Support to access nurseries and schools
- ✓ Help to find a job or training
- ✓ If you move into a private rented property outside of London, you can remain on the housing register for up to 5 years as well as increase your points and be more likely to obtain social housing
- ✓ 6 months aftercare service to help you sustain your tenancy



ENFIELD COUNCIL'S PARTNERSHIP WITH BEAM TO HELP YOU FIND A JOB AND A NEW HOME

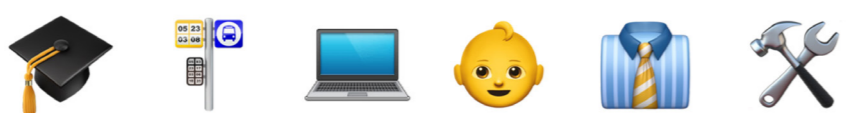
Beam is a social enterprise that supports people into jobs and homes.

It does this through its innovative crowdfunding platform and personalised support.


Crowdfunding is where a group of people raise money online for a cause – in Beam's case to help homeless people.


HOW BEAM CAN HELP YOU

1 STAGE 1: FINDING A JOB
Funding at no cost to you




Training Travel Laptop Childcare Clothes Equipment

Beam is 100% free for you | Donations come from the public 

2 STAGE 2: FINDING A HOME
Funding & caseworker support 

Funding	Support
<ul style="list-style-type: none"> → 1st month rent → Deposit → Furniture → Moving van 	<ul style="list-style-type: none"> → Beam caseworker → Property search → Property paperwork

Beam is 100% free for you | Donations come from the public 

Speak to your Housing Solutions Service caseworker for more information.







To read the inspiring stories of our temporary accommodation residents currently working with Beam visit: <https://beam.org/campaigns/partner/enfield>

Helping you with the cost of living

enfield.gov.uk/helpingyou



learn more here 

<p>Food</p> 	<p>Debts & Bills</p> 	<p>Income</p> 
<p>Health & Wellbeing</p> 	<p>Energy</p> 	<p>Jobs & Skills</p> 

www.enfield.gov.uk






USEFUL PHONE NUMBERS, EMAILS AND WEBLINKS

To make it easier and quicker to access our service, save this newsletter to your computer web favourites – or cut this page out and keep it in a safe place.

HOUSING SOLUTIONS TEAM

 020 8379 4523

 housingsolutions@enfield.gov.uk

HELP PAYING YOUR RENT

 020 8379 1000, choose option 4

 incomerecoveryteam@enfield.gov.uk

COST OF LIVING SUPPORT


 enfield.gov.uk/helping-you

 www.enfield.gov.uk/financialhardship

REPAIRS


 Call your accredited management agent

PROBLEMS WITH REPAIRS

 Call your caseworker

 housingsolutions@enfield.gov.uk

OUT OF HOURS REPAIRS EMERGENCIES

 020 8379 1000

 www.enfield.gov.uk/contact-us/out-of-hours-emergency-service


DOMESTIC ABUSE HELP

Immediate risk

 999


 www.gov.uk/report-domestic-abuse


ENFIELD COUNCIL DOMESTIC ABUSE HUB LINE (ADVICE ONLY)

 Freephone 0800 923 9009 (9am–5pm)


 www.enfield.gov.uk/dv

RESILIENCE (DOMESTIC ABUSE) TEAM

 020 8379 1000

 resilienceteam@enfield.gov.uk

24-HOUR NATIONAL DOMESTIC ABUSE HELPLINE

 Freephone 0808 2000247

LIFE-THREATENING MEDICAL EMERGENCIES

 999

URGENT MEDICAL HELP IF YOU CANNOT CONTACT YOUR GP

 111

 111.nhs.uk

