

How to Get Help With Your Housing



What We Can Help You With

How We Can Help

A notice to quit on your current tenancy

Parents, relatives or friends asking you to leave

Your housing options following a relationship breakdown which affects where you live

Difficulty in paying your rent or mortgage

Any kind of harassment or feeling unsafe in your home

All of these and more are reasons why people come to see us

Our first priority is to help you to keep your current home or to secure somewhere safe

You will be expected to take positive steps to improve your housing situation and play an active part in reaching a solution. We can offer assistance and support to help you

Help

Negotiation: with your landlord, your parents or anyone who could help you to stay where you are

Advise you on your legal housing rights and your housing options

Finding somewhere new to rent if you cannot stay where you are

Did you know?

MYTH: There is enough social housing for everyone who needs it

FACT: In Poole, there are around a thousand households on the housing register. Each year, only around 200 vacancies for working age people become available

MYTH: Private rented accommodation is always hard to find and expensive

FACT: Housing Services help around 280 households into a new private tenancy every year - that's a new tenancy every single working day

See over for a list of documents you should gather before you contact housing advice.

Help us to help you... things you can do before contacting us.



BEFORE you come to Housing Advice, gather as many of the documents from the list below as you can and bring them with you.

If you do not, we might have to ask you to come back again with them and we might not be able to help you or advise you without these documents.

Use the form below and tick off each document. When you have gathered all of the documents you can, contact Housing Advice about when to come and see us.

Identification

Passport	<input type="checkbox"/>
Driving Licence	<input type="checkbox"/>
National ID Card	<input type="checkbox"/>
Birth Certificates	<input type="checkbox"/>
Other	<input type="checkbox"/>

Income

Wage Slips	<input type="checkbox"/>
Bank Statements	<input type="checkbox"/>
Proof of Child Benefit	<input type="checkbox"/>
Contract of Employment	<input type="checkbox"/>
Benefit Letters	<input type="checkbox"/>
Other	<input type="checkbox"/>

Tenancy Information

Tenancy Agreement	<input type="checkbox"/>
A notice of eviction	<input type="checkbox"/>
Possession Order	<input type="checkbox"/>
Bailiffs Warrant	<input type="checkbox"/>
Tenancy Deposit Certificate	<input type="checkbox"/>
Mortgage Statement	<input type="checkbox"/>
Utility Bills	<input type="checkbox"/>
Other	<input type="checkbox"/>

Medical

Proof of Pregnancy	<input type="checkbox"/>
Medical Information from your GP or Consultant	<input type="checkbox"/>
Medical related benefit documents	<input type="checkbox"/>
Details of anyone who provides support	<input type="checkbox"/>
Other	<input type="checkbox"/>

Legal Documents

Court/Solicitor Letters	<input type="checkbox"/>
Residency Orders	<input type="checkbox"/>
Other	<input type="checkbox"/>

Contacting Housing Advice: 3 step approach



1. **Visit our website.** Before you contact Housing Options, take a look at our website: tinyurl.com/poolehousing. You can access lots of information on housing matters and download information leaflets which might mean you do not need to come to the Civic Centre.



2. **Email us.** Before you come in, email your enquiry to Housing Advice at housingadvice@poole.gov.uk. Include your phone number and we will call you back, check you have everything you need and give you further advice over the phone before you come in.




3. **Phone us.** Before you come in, if you do not have access to email, call us on 01202 633804. A housing adviser will check you have everything you need and give you further advice over the phone. They will advise you about how and when to come to the Civic Centre.



We can give you help to read or understand this information



(01202) 633804

Text Relay 

18001 01202 633805



boroughofpoole.com/accessibility