## How to Get Help With Your Housing



#### What We Can Help You With









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

### How We Can 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

help you to keep your current home or to secure somewhere safe

Our first priority is to

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

#### 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



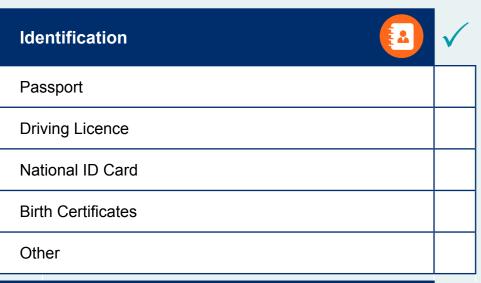
# Help us to help you... things you can do before contacting us.



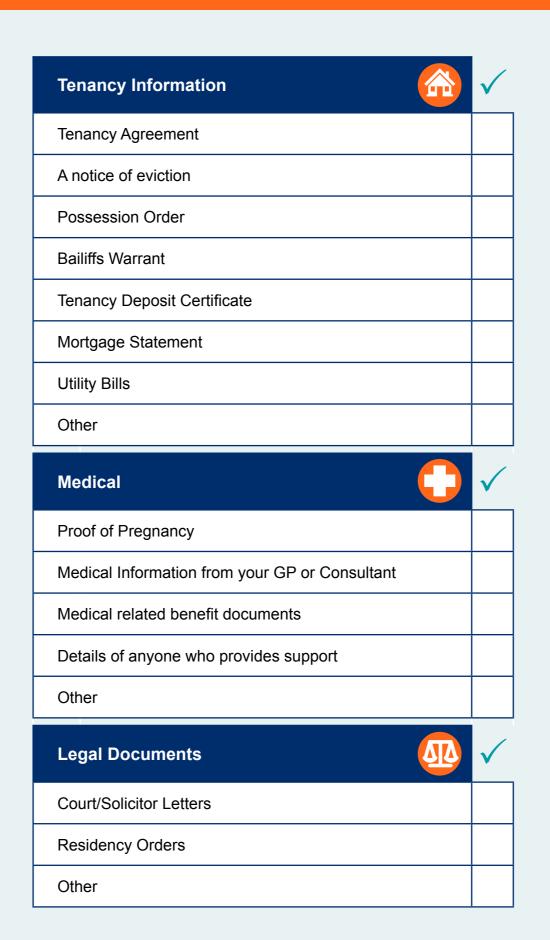
BEFORE you come to Housing Advice, gather as many of the documents from the list below as you can and bring them with you.

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.







#### **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.



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