



Housing Advice



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This information explains our legal duty if you are homeless, or at risk of becoming homeless soon. Our housing options team will be happy to give further detailed advice.

What are my rights?

If you are homeless, or threatened with homelessness within 56 days of contacting the council, we have a duty to help you in some way. For some people we have to provide emergency temporary accommodation whilst we investigate their situation to see if we have a duty, by law, to secure suitable accommodation. For other people we will only have to provide advice.

Am I homeless?

You do not have to be living on the streets to be homeless. You can be considered as homeless if you:

- have nowhere to live
- have been taken to court by your landlord or mortgage lender and the court has said you must leave
- have been living with friends or relatives who have asked you to leave
- are living in a home that is unfit for habitation owing to its condition or lack of services
- are unable to afford your rent
- are afraid to go home because someone living there has been, or may be, violent to you.

What should I do if I think i am going to be homeless?

If you are threatened with homelessness please contact our Housing Options team for advice on 020 8207 2277. We aim to prevent you becoming homeless and find the best solution to your housing needs.

You will need to complete some forms, which we can help you with.

A member of our housing team will then contact you and, depending on your circumstances, you will either be asked to attend an initial assessment at our offices in Borehamwood or will be given advice over the telephone.

If you are required to attend an initial assessment this will usually last between one and two hours.

We will check that:

- you are eligible for help
- you are homeless, or becoming homeless

If you have a priority need, you could be offered temporary accommodation.

What should I bring with me to the first interview?



What if I become homeless when your offices are closed?



What do you mean by eligibility?



What do you mean by priority need?



What if i do not have a priority need?



What kind of housing does the council think I need?



What happens if I don't take the steps in the Personal Housing Plan that is issued to me?



What happens if I don't want my homelessness to be prevented and I want to move out of my current accommodation anyway?





What happens if I cannot afford to rent privately? Can the Council still help me?





What if I am having problems with the relatives I live with or with my landlord?



What if I am struggling to pay my rent in my current accommodation? 

What if my current accommodation is not suitable to continue to live in? 

What if my home is no longer safe to live in due to abuse or threats of violence? 

What if I am already homeless on the streets? 

Advice for Vulnerable Groups 

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