



Housing & Homelessness Guide

If you are homeless or at risk of homelessness

You are not alone. There is support available, and the earlier you reach out, the better.

Step 1: Contact Your Local Council

Your council has a legal duty to assess your housing situation. You can approach any council if you are homeless, but ideally the one where you have a local connection.

The council must:

- Assess your needs
- Create a personal housing plan with you
- Offer advice and support
- Help you find emergency or longer-term accommodation

You may be eligible for:

- **Emergency accommodation** (e.g., hostels, night shelters, B&Bs)
- **Temporary accommodation** while a longer-term solution is found
- **Housing support** to help you stay in your current home

If you have nowhere safe to sleep tonight

Seek help immediately.

Options include:

- Local council housing department
- Emergency homelessness services
- A&E or police station if you are unsafe or fleeing harm
- Out-of-hours council emergency number

Rights if you are a priority need

You may be classed as *priority need* if you:

- Have children
- Are pregnant
- Are 16–17
- Are fleeing domestic abuse
- Have a disability or serious health condition
- Are vulnerable due to age, mental health, or past experiences (e.g., care leavers)

If you are considered priority need and unintentionally homeless, the council must provide short-term accommodation.

If you want to stay in your current home

We can help you with:

- Negotiating with landlords
- Understanding eviction notices
- Applying for Discretionary Housing Payments
- Accessing mediation services
- Finding legal advice

Documents that may help:

- Proof of identity
- Eviction notice / tenancy documents
- Medical letters
- Evidence of children in your care
- Bank statements

How Horn Trust Can Help

- Crisis support and guidance
- Help contacting your council
- Advice about your rights
- Support filling in forms
- Referrals to shelters, legal advice, and housing teams

