Community Housing Customer Journeys

November 2023



I am homeless or threatened with homelessness

Customers call the council on 020 8770 5003, email housing.solutions@kingston.gov.uk
Or complete the online housing adviceform https://www.kingston.gov.uk/housing-options-advice/housing-advice/1



I have no-where to stay tonight

- I am street homeless/being thrown out of home today
- I am fleeing domestic abuse and have nowhere to go
- My landlord has threatened to kick me out and has threatened/harassed me
- I've been released from prison//hospital today and have nowhere to go

Applicants are referred to the **Housing Solutions Duty Team** who will contact applicant as soon as possible to see either face2face or by phone. Duty is open 9-4 in Guildhall 2.



I need housing advice

- I'm going to be released from prison/hospital and will have nowhere to go
- I have received a notice from my landlord or the landlord wants to raise the rent
- My parents/friends/family are asking me to leave
- I need housing advice / help with renting



Complete the **online housing advice form** (either with an officer or self-serve)

https://www.kingston.gov.uk/housing-options-advice/housing-advice/1



Full assessment of needs by a **Housing Solutions Officer**: each case is different but may result in advice being given, homeless prevention action or emergency accommodation provided while further enquiries are undertaken.

Applicants can track their case and upload documents and see correspondence sent to them through the **online portal** https://liveforms.homeconnections.org.uk/Kingston/Welcome

If homelessness can't be prevented and customers are eligible, in priority need, unintentionally homeless and have a local connection then the council may decide it owes the customer a main housing duty. This means we will work with you to find alternative 'settled' housing. A more detailed view of the customer journey is here <u>Applying as homeless flowchart (nhas.org.uk)</u>

I wish to join the Housing Register

Complete the screening form:

https://www.kingston.gov.uk/housing-options-advice/join-housing-register

If the customer meets all the eligibility criteria they may continue to complete the full form. If people need help with online applications they can contact <a href="https://doi.org/10.2016/nc.10.2

Complete the full form and Upload all supporting documents

If customers don't have documents to hand when completing the form they can click on the 'finish later' button, the partially completed form will be saved for a maximum of 10 days. For **forgotten passwords**, there is a link on the form to reset (customers only need their email address).

Assessment

The **Housing Register & Rehousing Team** will check eligibility, housing & medical needs, and that all information is uploaded correctly then assesses the level of priority to award the application. They will email the applicant with a priority banding (1-5) and details of how to bid on properties

Bidding for Social Housing Properties

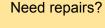
Customers can then log-in and bid for properties through the Choice Based Lettings Site (open Wed-Sun each week) https://kingston.homeconnections.org.uk/ Please be aware that even if people are found to be in significant housing need, and placed on the Housing Register it can then take many years to obtain a social home

Changes in Circumstances

Applicants should do this through their applicant portal, and their application will be reassessed https://liveforms.homeconnections.org.uk/Kingston/StartPage.aspx?pid=20

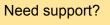
I am living in temporary accommodation & need help

In rent arrears/need to pay rent?



I don't think my accommodation is suitable

What is the status of my homeless application?





Pay rent online
with your 8 digit
code
https://www.kingst
on.gov.uk/councilhouses/pay-rent or
call 0345 359
1111

For other types of If you are TA contact the struggling with rent payments or need team on 020 8547 5003 or benefit advice please contact a tempaccomteam@ rent officer in the kingston.gov.uk or contact the finance team by calling 0208 547 provider of your accommodation 5003 (details on lease)



accommodation or

in an emergency

report to Axis

https://www.kingst

on.gov.uk/repairs

or call 0208 547

5003

You can request a review of suitability where the Council has accepted a full duty towards you. You will need to write to us and give reasons why you believe the accommodation is unsuitable. You can provide evidence to support your request. A request

can be made to

Allocations@kings

ton.gov.uk

You can log into your applicant portal at https://liveforms.homeconnections.org.uk/Kingston/Welcome or email housing.solutions@kingston.gov.uk or call 0208 547 5003 who will

send a message

to Housing

Solutions

If you need support for any issue, we have a range of in-house teams who can help. In the first instance email tempaccomteam@kingston.gov.uk who can refer you to the right team.