Where to obtain housing advice if you have an issue......

Maggie Nelson - Housing Options & Support Manager at RBK

Housing Advice

RBK Housing Options Service

- The RBK website has a range of basic information available on it that will allow you to check certain information on basic issues

- If you have a more specific / detailed enquiry you can complete and submit an online housing advice form detailing the problem and your case will be allocated to a housing options officer who will contact you to discuss the matter and provide you with advice / assistance

- You can also obtain advice from the Kingston Together Hub (RBK), the Citizens Advice Bureau, Shelter or Crisis

Facing Homelessness?

- If you have a resident who is threatened with homelessness, advice can be obtained online from the website through the online form if homelessness is not immediate/ imminent

- Alternatively, if the customer has nowhere to stay at tonight or in the next few days, they should call the Contact Centre on 020 8547 5000

- If the issue arises after office hours or at the weekend, the customer should call the Emergency Out of Hours service on 020 8547 5003 - they will take some details and determine if the customer meets the priority need threshold to be provided with emergency overnight accommodation

Need general advice?

- If you are seeking a private rented property but have no deposit, the Housing Options Service can provide the deposit for you and one months rent in advance if you meet the criteria for the scheme
- If you need some advice on how to claim housing benefit or Universal Credit, the welfare reform team can provide initial advice to you - email them on welfare.reform@kingston.gov.uk
- If you cannot afford all of your rent because you have a shortfall or have had your employment hours reduced, the welfare reform team can also help you to apply for a Discretionary Housing Payment to cover the shortfall so that you do not lose your home
- They can also advise you on your options if you cannot make your mortgage payments