

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.

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 [Applying as homeless flowchart \(nhas.org.uk\)](https://www.nhas.org.uk)

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>

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 housing.register@kingston.gov.uk or call 020 8770 5003



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?

Pay rent online with your 8 digit code
<https://www.kingston.gov.uk/council-houses/pay-rent> or call 0345 359 1111

If you are struggling with rent payments or need benefit advice please contact a **rent officer** in the finance team by calling 0208 547 5003

Need repairs?

In council hostel accommodation or in an emergency report to Axis
<https://www.kingston.gov.uk/repairs> or call 0208 547 5003

For other types of TA contact the team on 020 8547 5003 or tempaccomteam@kingston.gov.uk or contact the provider of your accommodation (details on lease)

I don't think my accommodation is suitable

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@kingston.gov.uk

What is the status of my homeless application?

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

Need support?

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.