

Dealing with housing queries including threatened homelessness

Aims

To enable the adviser to be able to deal with common housing queries, including urgent matters such as homelessness and eviction.

Objectives

- To know the common types of tenancy and the significant features of each tenancy, including how that tenant can be lawfully evicted
- To know the stages in the possession process, from the first breach of the tenancy up to eviction
- To be able to recognise relevant documents such as possession order and notice of eviction
- To understand the difference between a homelessness application and a housing application.
- To understand the legal issues between the two types of application
- To know what to do with a homeless client who is not entitled to council housing
- To be able to use that knowledge to deal with client's queries and to identify urgent matters in eviction and homelessness