

## Well Written Housing case record

Client is aged 18, has a baby aged 6 months, and lives in a room in her landlord's house. Before that she was in the care of this local authority. She has no written agreement but usually pays rent of £50 weekly in advance. Her rent is up to date. She has a mild learning difficulty. The landlord has given her a week's notice as he wants her room for his sister. The client had a letter from the landlord (attached). She claims income support, child benefit, child tax credit and housing benefit. She has a support worker but thinks she's off sick. She would like to be housed by the council so that she has somewhere secure for her and her child to live.

Gave client a copy of <https://www.citizensadvice.org.uk/housing/renting-a-home/subletting-and-lodging/lodging/what-rights-do-lodgers-have/>. This states it may be reasonable for the landlord to evict giving her 1 week's notice. No court order is needed. She could try to negotiate a longer period to allow her to find somewhere else.

She needs to make a homelessness application. Gave client a copy of

<https://www.citizensadvice.org.uk/housing/finding-a-place-to-live/finding-accommodation/#h-help-for-homeless-people>. I explained that she is a person to whom the council have a duty given her age, vulnerability, that she is not intentionally homeless and has lived in the area all her life. I phoned up the housing dept. and made an appt. with a housing officer for her this afternoon at 2pm to submit a homeless application. Wrote down the time and address for the client. I told her to take the letter from the landlord with her. I also phoned social services (03232432445). A temporary support worker will be found and will get in touch with the client.

She should return immediately if there are any problems and ask for me (XY). There is a time limit of 21 days to challenge a decision if the council won't help. We may have to consider other housing options depending on what happens next but she appears to meet the homelessness criteria and council accommodation is the best way to access secure rented property. Advised client may not be given council accommodation through a homelessness application though.

The client is in receipt of the correct types of benefits and has just received her income support today. She doesn't have any debts. Invited the client to return if she would like her benefits to be checked. Advised we could look into whether she might qualify for PIP. Also if she does need any help with debts. We have a financial capability adviser if she wants to talk to someone about managing her money in the future.