

Helping you stay in your home

Becoming homeless or having to move because of housing difficulty is disruptive and can be very distressing. Where possible we will try to help you to stay in your own home.

We will never ask you to stay in your present home if you, or a member of your household, are experiencing violence or the threat of violence.

If you are suffering abuse or are frightened of someone you live with, you must tell us so that we can help you. We will always keep this information confidential.

Help with private landlords

Often we can work with you and your landlord to help sort out situations, for example if you owe rent or if your landlord has given you notice for some other reason.

If you are living in private rented accommodation and are having trouble paying your rent, you should contact your landlord or letting agent immediately, before the situation gets any worse.

If you have tried this but have been unable to reach an agreement, we can speak to your landlord for you.

If you cannot pay the full monthly rent, you should pay what you can.

You must prioritise paying your rent over non-essential spending. **Look** at your income and essential spending to work out how much money you have left to pay your rent arrears. You should check that you are claiming any benefits you are entitled to.

Housing Options

Dacorum Borough Council

The Forum, Marlowes, Hemel Hempstead, HP1 1DN

Email housing.options@dacorum.gov.uk

www.dacorum.gov.uk/housing-options or

www.movingwithdacorum.org.uk

Telephone 01442 228000 and ask for Housing Options

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You can find more information about the housing service on our website:
www.dacorum.gov.uk/housing

Knowing your rights as a private-sector tenant

It is important that you are clear about your rights as a private-sector tenant, particularly if your landlord has already served you with a notice. If you contact us, we can explain your rights to you and check that you are not being illegally harassed or evicted.

Help with your mortgage

If you own your own home and are having difficulty paying your mortgage, you must contact your lender and discuss the situation.

We can give you advice on preventing homelessness if you tell us early enough. We can negotiate with your lender and give advice on how you can get support if you have to go to court.

If you cannot pay the full monthly amount for your mortgage, you should pay what you can.

You must prioritise paying your mortgage over non-essential spending. Work out your income and essential spending to work out how much money you have left over to pay your arrears. You should check that you are claiming any benefits you are entitled to.

If you are thinking of selling or leaving your home, you must speak to your lender. You should also speak to us before you do this, as it may affect any decision we make if you need to apply as homeless.

Dealing with housing difficulties at home

In some cases, we may want to visit you in your home to see if we can work with you to sort out any housing difficulties. We may be able to help you and the people you live with to solve conflicts you may be having, or offer mediation services to help you find a solution.

When family or friends have difficulty living together, leaving home can seem like the easiest option. However, it is not always the best answer and can sometimes even lead to homelessness.

If you are referred to mediation, a professional mediator will sit in as a 'third party' to give confidential, neutral and impartial advice to those involved, and suggest a range of options to solve the problem.

Mediation helps people talk together, listen to each other and understand each other's points of view. It is especially helpful if communication between the people has become a problem. Mediation needs all the people involved to be willing to sit down together and take part in the process.

Mediation is not appropriate if there is any violence or threat of violence involved, or where there is any form of abuse.

Neighbour nuisance or harassment

If you feel threatened by any harassment, you should always contact the police.

Not all disagreements with your neighbours need to result in you or them having to move home.

Finding common ground and reaching agreements can often be the solution. We may be able to talk to both sides and offer advice, and help you to consider the best options.

Help in your own home

If you need help to stay independent in your own home, we can give you details of a range of services that help people to live independently, known as 'floating support services'.

Floating support services can offer you support wherever you live. These services are free and offer support to help you stay in your own home, based on your needs.

To find out more about the floating support services available in your area, please contact us.

Contact us

By phone: 01442 228000

By email: housing.options@dacorum.gov.uk

In person at: The Forum, Marlowes, Hemel Hempstead, HP1 1DN

Online at: www.dacorum.gov.uk/housing or www.movingwithdacorum.org.uk

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