



LIVERPOOL CITY COUNCIL
HOUSING OPTIONS SERVICE



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DEFINITIONS

Eligibility

You must be a British Citizen or a person from abroad who is eligible to receive public funds.

Priority Need

You are likely to have a priority need if you:

- are vulnerable as a result of old age
- are vulnerable as a result of a mental or physical disability
- have a history of institutionalisation
- have left your home as a result of violence or threats of violence
- are an expectant mother or have children
- are 16 or 17 years old

This list is not exhaustive and you may have a special reason why you have a priority need.

Intentionality

You may be intentionally homeless if you do something or fail to do something which has led you to losing your home.

ONE STOP SHOPS

You can access the Housing Options Service at any of the City Council's One Stop Shops

BROADWAY

Broad Lane
Liverpool, L11 1JB
Last Appointment 4pm

CITY CENTRE

Municipal Building
Dale Street
Liverpool, L69 2DQ
Last Appointment 4:30pm

DINGLE

200 Park Road
Liverpool, L8 6SJ
Last Appointment 4:30pm

GARSTON

Garston Community Library
Bowden Road,
Liverpool, L19 1QN
Last Appointment 4:30pm

KIRKDALE

101 Walton Road
Liverpool, L4 4AG
Last Appointment 4:30pm

KNOTTY ASH

269 Blackmoor Drive
Liverpool, L12 3HA
Last Appointment 4:30pm

OLD SWAN

1a Derby Lane
Liverpool, L13 6QA
Last Appointment 4:30pm

SPEKE PARKLANDS

Conleach Road
Liverpool, L24 0TY
Last Appointment 4pm

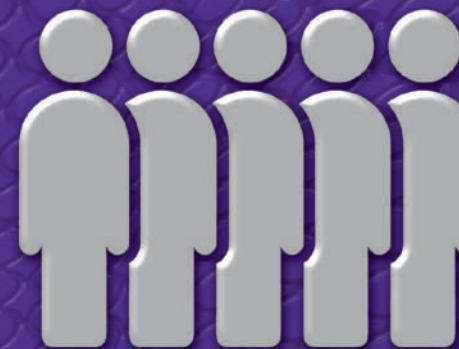
WALTON LIBRARY

Evered Avenue
Liverpool, L9 2AF
Last Appointment 4pm

WAVERTREE

Picton Road
Liverpool, L15 4LP
Last Appointment 4:30pm

You can also telephone Careline to access the Housing Options Service.
Telephone: 0151 233 3800
Free phone: 0800 731 6844



Liverpool City Council

HOUSING OPTIONS SERVICE

Free confidential homelessness prevention and assessment service

Telephone: 0151 233 3800
Freephone: 0800 731 6844



The City of Liverpool



LIVERPOOL CITY COUNCIL

HOUSING OPTIONS SERVICE



HOUSING OPTIONS

Are you at risk of becoming homeless?

Liverpool City Council's Housing Options Service is here:

- to prevent homelessness
- to assist people in finding their own solutions to housing problems
- to assess housing need and offer a range of housing options
- to offer free impartial and confidential advice in relation to housing problems

You can access the Housing Options Service at any of the City Council's One Stop Shops, Monday to Friday, 9am to 4pm, or by phoning Careline 24hrs a day (including during the night and at weekends).

Telephone: 0151 233 3800

Freephone: 0800 731 6844

See back page for locations of the 11 One Stop Shops around the city

PREVENTION

It is important that you seek advice as early as possible, so that we have the maximum amount of time to find solutions before you become homeless.

Whenever possible we will do everything we can to prevent people becoming homeless. We use a range of 'prevention tools' including:

- negotiating with your landlord to prevent evictions, and other problems
- mediating with your family or friends to discuss a planned re-housing solution
- offering a rent deposit scheme and liaising with landlords to access properties in the private sector
- maximising your housing benefits
- liaising with landlords if you are in rent arrears
- getting bailiffs warrants suspended
- getting housing support to help you remain in your home
- if you are having problems with anti-social behaviour then we can help
- if you are a victim of domestic violence or abuse we will access support for you

HOMELESS

Unfortunately there are occasions when prevention measures are unsuccessful and people may become homeless. All local authorities have a duty to provide housing advice and assistance to people who are homeless or threatened with homelessness.

We can assess your circumstances and if you are found to be eligible, have a priority need and are unintentionally homeless (see definitions overleaf) we will provide you with temporary accommodation and arrange long term re-housing.

This leaflet is general guidance only. If you are homeless or threatened with homelessness you should contact the Housing Options Service to discuss your personal circumstances. You may also seek independent advice from the Citizens Advice Bureau or other legal advice.



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Telephone: 0151 233 3800

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www.liverpool.gov.uk/housing/housing_advice/index.asp