Homeless Customer Journey

Solihull Community Housing
Shaping our neighbourhoods

Have you approached us as homeless? Here is a step by step guide, so you understand the full process:

Stage 1: Initial Contact

You will be contacted by a member of the Housing Options team who will discuss your current housing circumstances. Depending on your circumstances, you may be booked in for a full housing assessment with a Housing Options Officer.

Stage 2: Assessment

What will we do?

- We will complete the full housing assessment with you at your appointment
- We will go over what is causing your housing difficulties and give you advice to assist and support you

What can you do?

- Attend your appointment on time
- If your appointment is by phone, be in a quiet space with good phone signal
- Bring along any documents that were requested at the initial contact stage

Stage 3: Investigations

What will we do?

- We will confirm whether you are eligible for homelessness assistance
- We will make enquiries to confirm the reasons why you have contacted us
- We may need to contact other agencies or third parties to gather information and make referrals to ensure we can help resolve your housing situation as quickly as possible

What do I need to do?

- Provide any documentation or contact information that will allow us to confirm this information as soon as possible
- Keep us updated if your situation changes

Stage 4: Accepted duty

What will we do?

- Your Housing Options Officer will decide whether you are eligible for homeless support. They will then tailor a Personal Housing Plan and give you advice to help you with your housing circumstances

What do I need to do?

- Complete the actions on your Personal Housing Plan
- Contact landlords on social media, websites such as Gumtree & Open Rent
- Contact landlords and agents via social media and websites such as Open Rent, Rightmove and Zoopla
- Ensure any rent accounts you have are up to date
- Engage with our Solihome Team
- Register and apply on a range of properties on Solihull Home Options & other housing associations (subject to qualifying)

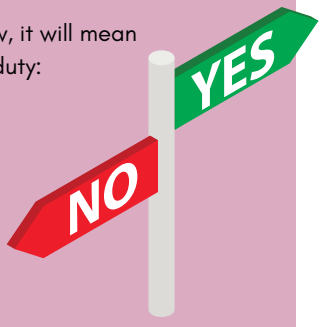
Stage 5: Final Decision

If you are eligible and homeless we will owe you a relief duty, and will help you to secure accommodation.

If you haven't secured accommodation in 56 days, we will consider whether we owe you any further duties.

If you meet the threshold for the below, it will mean the council owes you a main housing duty:

- **Eligible**
- **Homelessness**
- **Priority Need**
- **Unintentionally Homeless**
- **Local Connection**



Main Duty

If you are accepted under Main Duty, we will:

- Continue to work together to find you alternative housing
- This will not necessarily mean your housing situation will be resolved by social/council housing. You will be required to consider other housing options such as the private rented sector

What can you do?

- Continue to look in the private sector for a property that meets your needs
- Prepare to move. It can take some time to find an alternative property, so it is important that you save money over time or buy a couple of items each month to ensure you can move into your property promptly
- If you have a housing register application, bid on all suitable property types within the Solihull borough