

“Non-Priority” Housing Cases – KEY STEPS

Key Steps You Should Take

1. When you receive your Home Office Eviction Letter you should do the following:
 - Apply to the Council for homelessness assistance <https://live.housingjigsaw.co.uk/>. It's a long but not a particularly complicated form. Ask for help completing it if you have issues. *Note: Migrant Help can sometimes help get an extension to your government accommodation. Contact them if you have particular problems with your eviction date.*
 - If not already underway, apply for a **Bank Account** and for **Universal Credit**. Lloyds Bank in Ealing Broadway will accept your ARC / BRP Card. Ask for Romeo.
 - If you don't have a laptop, you can **register with Ealing Libraries** to use one of theirs. There are 14 libraries around the borough, including on Acton High Street W3 6NE, Ealing Broadway, West Ealing, Greenford and Southall. Check Ealing council website for your nearest library: https://www.ealing.gov.uk/info/201241/find_your_library
 - If your Jigsaw application fails for some reason, or you don't hear back from the Council, then queries concerning your homelessness application should be sent to: HomelessnessAdvice@ealing.gov.uk.
2. Emergency Council accommodation in Ealing for 'non-priority' cases is very rare. In preparation for Eviction Day, you should therefore consider contacting the following organisations for help finding temporary housing:
 - **Glass Door:** a charity based in the Upper Room, Hammersmith can help with 1) accommodation advice [Mondays & Thursdays 12noon-3pm] 2) Eat in and take-away meals every day between 4-6pm and 3) emergency shelter during winter months. It's 23 minutes walk from EASE:

The Upper Room
Sant Saviour Wendell Park
Cobbold Road
Hammersmith
W12 9LN
Main phone number: 0207 351 4948.
 - **Refugees At Home:** a UK charity which connects people with a spare room with refugees (single and couples) in need of somewhere to stay. Your stay will generally be only for one month. **Your English will need to be good** and you will need to self-refer on line. <https://rahhub.azurewebsites.net/Registration/GuestSelfRegistration>
3. **Private housing agencies:** Ealing Council is unlikely to help you. You should therefore start your own search for accommodation by registering with private landlord agencies:

<http://www.dssmove.co.uk>
<http://www.spareroom.co.uk> – particularly reasonable rates
<http://loot.com/category/property/rooms-shares/>
<http://www.rightmove.co.uk>
<http://property.adzuna.co.uk/to-rent>
<http://www.zoopla.co.uk/to-rent/>
<https://homes.trovit.co.uk/>
<http://www.benefithousing.co.uk/london/>
<https://www.openrent.co.uk/properties-to-rent/>

Don't give up: Competition for affordable accommodation is fierce. You should therefore check these sites regularly, at least daily.

Line-up a Deposit: Most private properties will require a deposit. You might consider applying for a Refugee Integration Loan (paid by the Department of Work & Pensions) which will cover costs like a deposit and household items. You will have to pay the loan back over time.

Affordable private housing in Ealing / West London / London is rare. **You should be prepared to consider moving outside of London** where there's greater availability and where your Local Housing Allowance (ie housing benefit under Universal Credit) will most likely get you larger/better accommodation.

Eviction Day Steps

Friends & Family: Consider if you have anyone you can stay with, temporarily, while you pursue other options. A sofa is better than nothing.

Streetlink: On eviction day, if you don't have any accommodation, you should register with Streetlink ([StreetLink - Connecting people sleeping rough to local services \(thestreetlink.org.uk\)](https://www.thestreetlink.org.uk)). Tel: 0300 500 0914. It's a platform that alerts local authorities about people sleeping rough, by verifying that they are indeed on the streets. If you are sleeping rough it is vital that you register with Streetlink as this gives you a homeless ID number. The Council will then have a duty to provide accommodation info/advice. In west London, St Mungo's has the contract to do the verification HOWEVER they only go out three times a week and at certain hours, so unless you are where you say you will be on the days/times that they do their street work, then they will not see you.

Glass Door: in addition to year round support & advice, Glass Door also offers **emergency shelter during winter months (4th Nov 2024-March25)**. It's 23 minutes walk from EASE. See address above.

Acton Homeless Concern. Provides hot food & showers, as well as advice & support for the homeless **but not accommodation**. Operates from two locations. All welcome. Tel: 0208 992 5768.

- Emmaus House in 1 Berrymead Gardens, W3. Provides hot lunches during the week and every other weekend. Clients can also shower, pick up clothes and household items.
 - Free professional services ie doctors, barbers, counselling, legal advice and referral services to help with alcohol and drug addiction, are on offer by appointment.
- Damien Centre in 3-5 Church Road, Acton W3. Open weekday mornings and afternoons when Emmaus House is closed. Clients can drop in for breakfast in the morning, a light meal in the afternoon or just for a chat and to get a free tea and coffee.

Crisis: a national housing charity. Register your homeless status either by email at london@crisis.org.uk or by phone on 0207 036 4511. They should get back to you within 48 hours, hopefully with some emergency accommodation/advice.

EASE Help

If you've failed to find any accommodation by Eviction Day, then you should alert EASE.

1. We can refer you to Thames Reach – they have limited access to some emergency Council accommodation. They can also support you in securing accommodation via organisations like:
 - Hestia
 - Cedar Care
 - YMCA in South Ealing and in Hayes which offer accommodation for under 35 year olds, for up to 3 years. Places are difficult to secure; the waiting list is very long.
 - Kickstart Homes
2. If you fail to secure a Thames Reach Caseworker then EASE may be able to help you by contacting some (but not all) of the above organisations. We can also reach out to:
 - Omnia Housing which has very limited housing stock in Enfield.
 - Aves Housing: offers hostel accommodation but outside Ealing.
 - Refer you to other organisations that are better placed to help you eg. The Marylebone Project

NOTE: If you are successfully housed by the Council/Thames Reach/one of the agencies listed above and you then voluntarily/intentionally leave the accommodation then it will be **very** difficult to make the case for the Council to re-house you in social housing. **The Council will only help you again if you've been evicted or made homeless through no fault of your own.**