

Your journey with Kensington and Chelsea's Housing Department

**Housing
Needs**



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Start

You approach the council seeking housing assistance as you are homeless/threatened with homelessness.

1

The case will be allocated to an officer to complete an assessment with you. You will be required to provide details of your current housing circumstances and this information will help us determine if/ how we may be able to assist you.

2

Your case worker will look to see if you have Local Connection. If they are satisfied of the outcome of their enquiries, they will issue you a Prevention or Relief Duty notification as well as a Personalised Housing Plan (PHP). This will reflect your housing assessment and will include actions both you and the Council will be expected to take to help prevent/relieve your homelessness. These Duties last at least for 56 days, if your homelessness is not resolved before then, You are required to work with the Council and undertake the agreed actions to resolve your homeless.

Your allocated officer will be responsible for conducting relevant enquiries into the information you have provided. The caseworker may also request further information during the course of your application. The enquiries into your application may take longer than 56 days to conclude. If your homelessness is resolved within the course of your application, your caseworker will issue an end of Prevention.

Halfway through the enquiry period.

5

Your case worker will contact you to discuss which actions detailed within your PHP have been completed by the Council and yourself. For example, some actions may include looking for affordable properties for yourself or applying for any benefits you are entitled to. They will confirm the outcome of the discussions and update any changes in your circumstances.

Once 56 days have ended and your homelessness has not been resolved earlier.

6

You will receive a letter/email detailing if any duties are owed to you by the Council. If the Prevention Duty ends, the Council will notify you if the Relief Duty is owed to you. If the Relief Duty ends, the Council will issue you a Main Duty decision.

No duty its owed

Prevention or relief duty owed

Main housing duty owed

If you are in interim accommodation, you will be required to vacate this. Your Relief Duty will continue until this comes to an end.

End

We will be able to assist you for at least fifty-six days. This assistance can include help with deposits, rent in advance, private rented property viewings or clearing rental arrears.

Step 3 onwards will apply

Main Housing duty. You will be referred to the Housing Register.

You start bidding for properties.

Due to the severe shortage of social housing within the borough, you may not be successful in your bids for a property and if you are, it is likely to take several years. The Council can also discharge the housing duty by a private rented sector offer.

End

You will be included on the Housing Register until these duties come to an end.

4

You may be placed in temporary accommodation if you are assessed as being homeless and eligible and in priority need. This may be a B and B, hostel or self-contained accommodation. It is likely to be outside of the Borough.

Whether you are placed in temporary accommodation or not.

3

Your Journey with Kensington and Chelsea Council's **Housing Department**

You contact the council indicating that you want to apply for a social housing property.

Your case will be allocated to an officer to complete an assessment with you. You will be required to provide details as well as documentation of your current housing and other circumstances and this information will help us determine if/ how we may be able to assist you.

Your allocated officer will also be responsible for conducting relevant enquiries into the information you have provided. The caseworker may also request further information and documentation during the course of your application.

Your application is **not** successful.

You will be informed of this through email. This email will also include the reason(s) your application was not successful, as well as a leaflet advising you of your options.

Your application is **is** successful.

You will receive an email informing you of this, along with details of other options available to you. You will also receive a letter with details of how to bid for social housing properties.

You start bidding for properties.

Due to the severe shortage of social housing within the Borough, you may not be successful in your bids for a property and if you are, it is likely to take several years.