

Are You Homeless or Might You Lose Your Home?

If you need
help, we are
here for you.



**Find Your
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Luton

Where to Get Help:



Online: You can fill out our Housing Advice Enquiry Form.



By Phone: Call us at 01582 510371. We are open Monday to Friday from 9 AM to 5 PM.



By Email: You can send an email to homelessprevention@luton.gov.uk

Emergency Help:



If you find yourself homeless after our office hours (Monday to Friday, 9 AM to 5 PM), please call our emergency service at 0300 790 0342.

Note: This number is for emergencies only. Please do not call for regular questions.

If You Are in Danger:



If you need to leave your home because of domestic abuse, violence, or harassment, please call 01582 510371 as soon as possible. Your safety is important.

Your Rights as Someone Who May Be Homeless:

1. The Law Says:

You are not considered homeless if you have a place to stay that is safe and suitable for you. If you are homeless or might be homeless within the next 56 days, you can ask for help from the council. Places like hospitals, citizens advice bureau (CAB), your GP or job centres can help you ask for this assistance too.



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If you are at risk of losing your home or already homeless, the council may owe you one of the following duties:

Prevention Duty

What It Is: This is a rule that helps people who might lose their homes within 56 days. This can include a notice from your landlord, losing your job, falling behind in rent or being asked to leave by family/friend.

What will the Councils Do: They support these people, find out what help they need, and try to stop them from becoming homeless by completing a Personal Housing Plan (PHP). They can give advice or help them stay in their homes.

Relief Duty

What It Is: This rule helps people who are already homeless and need a place to live. This includes people who are going to be evicted, some one who has no place to go, some one who cannot go back to their home because it is not safe.

What Councils Do: They help these people find a place to stay, even if it's just temporary, and support them to get back into a home through a Personal Housing Plan (PHP).

2. Our Promise to You:

To get help, you need to meet certain requirements, like being a British or Irish citizen, or having specific immigration status. If you are a single person you and homeless you can check your eligibility here: [Eligibility Checker](#) via [Luton Supporting You](#).

If you are about to lose your home, we will help you stay where you are safely or find another place. This help lasts for at least 56 days.



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3. Find Your Own Home – We Can Help

If you're at risk of losing your home, we can help you create a Personal Housing Plan. This plan will consider your household size, support needs (disabilities, etc.), and your budget to find suitable and affordable accommodation.

Our "Find Your Own Home" scheme* can assist you by providing:

- One month's rent
- Five weeks' deposit
- Rent shortfall (if needed)
- Landlord Incentive

*Any financial assistance provided will be subject to a financial assessment and housing needs assessment by one of our housing solutions officers.

4. Do You Need Extra Help?

You may fall into the 'priority need' group for help if one of the following applies to you:

- You are 16 or 17 years old
- You have children under 16 (or under 19 if in school).
- You are pregnant or recently gave birth.
- Your home was damaged by fire, flood, or another disaster.
- You or someone in your family is vulnerable due to age, past military service, or other reasons. You will need to be assessed by a Housing Solutions officer who will make decision on whether you have priority because you are vulnerable.



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5. Temporary Accommodation:

- If you need a place to stay and fall into one of 'priority need' groups set out above, we will offer you temporary accommodation. This could be a hotel, hostel, or a flat.

- You will need to cover the costs of this place.
- You will be offered temporary accommodation that is available at the time.
- If you refuse the accommodation without a good reason, you might lose your chance for help.

6. Have You Become Homeless by Choice?

If you lost your home because of something you chose (like not paying rent when you could), we will still try to help you, but we will have look into the situation in more detail to decide whether we will accept your housing application. If we decide that the reason you lost your home was your fault, then we can reject your application.

7. What Happens when your Homeless Application is accepted?

When the council accept your homeless application, this means you are owed the main housing duty. This means that:

- You will be given temporary housing while we work to find you a suitable home.
- This could be a housing association, council home or a private rented sector property.



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- You can bid on the council housing register when council homes become available. You will join the waiting list, and the waiting time is up to 10 years.
- The council provides a generous incentive if you 'Find Your Own' home while you are living in Temporary Accommodation, and we can help you with moving costs.
- Your temporary accommodation will end when you have accepted long term suitable accommodation or if you reject a suitable offer of accommodation by the council. This is called a Discharge of Duty.

8. What Happens if we reject your Homeless Application?

- You have a right to request review if you disagree with the decision.
- The housing team will not be responsible for finding you permanent housing.
- If you are in temporary accommodation, you'll be given 28 days' notice to leave the temporary accommodation.
- If you have dependent children, we will refer you to Children services who will help you because your children will be classed as homeless.
- Children services will make a one offer of accommodation wherever they have available.
- If you refuse the offer by Children Services, the council will no longer be able to assist you, and you will need to make your own arrangements to find housing.



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9. Need More Help

- If you already have a homeless application with us, please talk to your Housing Solutions Officer.
- If you live in our sheltered or temporary accommodation and have questions, please use our Tenant Enquiry Form (link at the bottom).
- If you would like help, guidance and support with the cost of living please visit: Luton Supporting You

Contact Us

We are here to support you. We want to help you find safe housing.

**Housing
advice
enquiry form**



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