

Need to find

a place
to live?

This could help

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Are you homeless?

Even if you have been asked to leave your accommodation, you could have the right to stay longer. Most landlords must give you proper written notice and get a court order before they can evict you. If your landlord is trying to make you leave without getting a court order, you should contact the Housing Advice Team.

This may not apply if you are sharing accommodation with your landlord, or living with family or friends – however, you should still be given reasonable notice, preferably in writing.

Your rights depend on several things, so it is always a good idea to get advice. You can contact the Housing Advice Team by calling

The Housing Advice Line:

020 8489 4309

or

ext: **4309** from any council building.

The Housing Adviser will explain your rights and contact your landlord if necessary.

Can the council house you?

The law says that the council should give emergency housing to certain groups of people who are homeless.

If you are '*eligible*' you may receive help with accommodation if you also have a '*priority need*' for housing.

You will not be eligible if:

- You are an asylum seeker who arrived in the UK on or after 3 April 2000.
- You are an asylum seeker who arrived before 3 April but did not apply at the port of entry.
- You have been granted leave to enter the UK on the condition that you have no recourse to public funds (which includes housing).
- You are an illegal entrant or overstayer.
- You have a right of abode in the UK but do not usually live here and are not considered to be '*habitually resident*'.
- Your entry to the UK is as a result of sponsorship.

You may be in '*priority need*' if :

- you or someone you live with is pregnant, or
- you or your partner's children live with you, or
- you are homeless as a result of fire, flood or other disaster, or
- you are 16 or 17, or
- you are 18,19 or 20 and were accommodated/fostered when you were 16 or 17,or
- you are considered '*vulnerable*'

You may be '*vulnerable*' if:

- You are over 60 or,
- you have recently left care and are 21 and over or,
- you have a physical or mental illness or disability or,
- you have recently been in the armed forces, prison or on remand or,
- you are fleeing violence or threats of violence.

If you are '*eligible*' but not in '*priority need*' see page 6

How to apply for emergency housing.

You must apply in person to the homeless assessment service at Apex House 820 Seven Sisters Road, Tottenham, London, N15 5PQ (near Seven Sisters tube station)

The council will ask you to show:

- that you are eligible for housing, by providing proof of identity and status,
- how you became homeless, by producing a notice of eviction,
- how you are in priority need,
- where you have lived in the past,
- and proof of your income.

If you need further information call the Housing Advice Line on 020 8489 4309 or extension 4309 from any council building or the homeless assessment duty line on 8489 4359 or extension 4359.

If the council can't house you... what to do next.

Housing Advice and Customer Services Officers can check for nightshelters and hostel vacancies on a system called Hostels On-line. This is a database accessed through the internet which is updated daily. It gives details of which emergency vacancies are available across London.

You can see a Customer Services Officer between 8.45am and 5pm at :

Apex House,
820 Seven Sisters Road,
Tottenham,
N15 5PQ

Broadway Annexe
Hornsey Town Hall
The Broadway, Crouch End
N8 9JJ

North Tottenham
639 High Road
London
N17 8BD

Wood Green
48 Station Road
London
N22 7TY

Or you can telephone the Housing Advice Line on

020 8489 4309

Call Shelterline on 0808 800 4444 outside office hours
(24 hour freephone number)

We do not give out lists of emergency hostels or nightshelters as most will only give you a vacancy if a specialist advice agency or a council refers you.

How to find your own accommodation.

There is a list of agencies that have accommodation for rent on pages 15 and 16 of this leaflet. It includes details of agencies that may accept tenants on housing benefit. There is also a list of organisations that may be able to provide accommodation on pages 13 and 14. You can call them to see if they have anything available and/or to go onto their waiting lists.

You can usually find accommodation to rent in your local newspapers or other publications such as Loot. Capital Radio also publish a listing of shared accommodation to rent in The Guide. This is available with Saturday's Guardian newspaper or free from Capital Radio, 30 Leicester Square, WC2H 7LA.

Lodgerline is an organisation that has information on rooms that landlords have to rent within their own homes. They collect a month's rent in advance and a returnable deposit. They can be contacted on 01277 355260.

What to ask before signing an agreement:

- How much is the rent?
- What does the rent include?
- Will I get a rent book or receipts?
- How much deposit is required?
- Which rooms are mine?
- What rooms do I share?
- What are the shared parts (garden, hallway)?
- What furniture is provided?
- Is there an inventory (a list of furniture and fittings)?
- Is there kitchen equipment?
- Is there a washing machine?

Caution

When you are asked to pay a deposit make sure that you have the name, address and telephone number of the owner and/or agent that you are dealing with. You should also insist on a signed and dated receipt. Where possible only make payments at agents' offices or once you have confirmed the contact name address and telephone number of the landlord/agent.

Housing benefit

What is it?

Housing Benefit is a payment towards your rent. It does not cover water rates, meals, some service charges and inclusive bills.

You may be entitled to receive housing benefit if you are on a low wage, Income Support, Jobseeker's Allowance, Retirement Pension or any other benefit.

To apply you must:

- complete a housing benefit application form,
- provide an agreement, which confirms the length and conditions of your stay, rent payable and landlord's details,
- show evidence of your income, identity and National Insurance Number.

How much will I get?

This depends on your circumstances and the property you are renting.

Unless your tenancy began before 15 January 1989, or you are a council, housing association/trust tenant, the Rent Officer will assess your rent. This is an independent body, which decides the maximum amount which housing benefit can pay for your accommodation.

The actual amount you or your landlord will receive is then calculated taking into account your household's income.

If you are single, have no dependants and are under 25, your maximum rent will be the average single room rent for the area you want to live in.

Useful Organisations/Day Centres

Aldgate Day Centre
St Botolphs Church Crypt
Aldgate High Street
London
EC3 1AB

Tel: 020 7283 1950

Provide: Drop-in housing advice, assistance with emergency accommodation and other services. Open Monday - Friday 1.30pm-4.30pm and 6-8pm

The Albert Kennedy Trust

Tel: 020 7831 6562

Provide: Accommodation for under 18's, self-identified as lesbian, gay or bisexual, into shared lesbian or gay house. Advice and support to people under 21 with finding safe accommodation, health, training, money etc.

Baptist Church
Top of Dukes Avenue
Muswell Hill
N10

Provide: Free evening meal

Dellow Day Centre
Providence Row Hotel
82 Wentworth Street
London E1 7SA
(near Aldgate East)

Tel: 020 7375 3915

Provide: Drop in service - free meals and referral to hostel if there is a vacancy.

Open Monday - Friday 1pm-4pm, Sat 1pm-3pm

Haringey Womens' Forum
1 Bruce Grove
Tottenham
London, N17 9RA

Tel: 020 8885 4705

Provide: Advice to all women living in Haringey on housing and welfare benefits (appointment basis). Also counselling, support meeting for women who are having/have experienced domestic violence, learning disabilities club, young women's project with job club, housing referrals, training and mentoring.

Hearthstone
Haringey Domestic Violence Advice and Support Centre
10 Commerce Road
Wood Green
London N22 8ED

Tel: 020 8888 5362

Provide: Service for people who live in Haringey who have experienced domestic violence. Advice and support on a range of issues, including homelessness, housing, police, legal/civil remedies, victim support, social services, health services and benefits. Can also refer to other appropriate services e.g. counselling.

Phone lines open 9am to 5pm Monday, Wednesday and Friday
Drop in 10.30 am to 4.30 pm Monday, Wednesday and Friday

Piccadilly Advice Centre
100 Shaftsbury Avenue
London W1D 5EE
(nearest tube Piccadilly Circus)

Provide: Drop-in housing advice service with referrals to emergency and short-stay accommodation - no telephone service. Open: Monday - Friday 5-9pm, weekends 10am-1.30pm.

**Refugee Council
240-250 Ferndale Road
London SW9 8BB**

Tel: 020 7346 6700

**Advice Line 020 7346 6777 (10am to 1pm then 2pm to 4pm
Monday, Tuesday, Thursday and Friday. Wednesday 2pm to 4pm
only)**

Provide: Day Centre Services 9am to 5.30pm on Monday, Tuesday, Thursday and Friday. Wednesday 2pm to 5.30pm. Hot and cold food, laundry and shower facilities, clothing, baby/maternity supplies, specialist health team, legal advice. Please bring along your Home Office & NASS documents (IND) and any documents relating to your enquiry.

**St Ignatius Church
St Ann's Road
London
N15**

Provide: Free lunch.

**St Mary's Community Centre
St Mary's Church
Ashley Road
Crouch Hill
N19**

Tel: 020 7272 1783

Provide: Drop-in service for homeless people. Food, laundry and other support services. Open Tuesday and Wednesday 10.30am-2pm. Thursday 6pm-9pm and Saturday 1.30pm-4pm.

**Stonewall Housing Advice Line
Admin Office
2a Leroy Business Centre
436 Essex Road
London, N1 3QP**

Tel: 020 7359 5767

Provide: Telephone advice and information for lesbians and gay men on homelessness, housing options, harassment and finding accommodation. Drop-in sessions (call first): Monday 2pm-3.30pm at London Friend, 86 Caledonian Road, N1; Wednesday 5.30pm-7pm at Clash, 11 Warwick Street, W1 and Thursday 2pm-3.30pm at St Giles Centre, 64-68 Camberwell Church Street, SE5.

**Women's Link
Room 417-419
The Wool and Fruit Exchange
Brushfield Street
E1 6EL**

Tel: 020 7248 1200

e-mail advice@womenslink.org.uk

Provide: Housing advice service run by women for single women without children. Women's letting project for ex-offenders.

Useful websites

www.homelesslondon.org.uk

www.shelter.org.uk

Bed and breakfast, hostels, housing associations and co-operatives.

Haringey Council cannot take responsibility for the standard of accommodation or services offered by any of the organisations or accommodation agencies listed

Hostels				
NB. Hostels do not generally offer tenancies				
Name	Address	Telephone No	Criteria	Your Notes
Northumberland Park House	143 Northumberland Park, N17	020 8808 8839	Accept all but if on Housing Benefit only over 25's (licence agreement only) - meals & services included (£25 per week) - £50 deposit required	
Hotel Da Silva (Hostel) www.hoteldasilva.com	31-35 Reighton Road, E5 8SQ	020 8806 3778	Accept over 25's on Housing Benefit	
Bed & Breakfasts				
Ambrosia Hotel	619 Green Lanes N8 0RE	020 8348 1626	Accept Housing Benefit	
Muswell Hill Hotel	21 Muswell Hill N10	020 8368 1936 020 8368 5645	Accept Housing Benefit	
Regina Hotel	15 Willoughby Road, N8 0JE	020 8340 6169	Accept Housing Benefit	

Housing Associations and Co-operatives

NB. A Housing Co-operative is a group of people who manage and control the house they live in.

Name	Address	Telephone No	Criteria	Your Notes
Central & Cecil Housing Trust	2 Priory Road, Kew, TW9 3DG	020 7922 5300		
English Churches	3 Caxton Place, Ilford, IG1 2HA	0845 0707071	Accept anyone, but no accommodation for under 55's in London or surrounding areas	
Hornsey Trust	62 Mayfield Road, N8 9LP	020 8340 6374	Over 45's only - call to check if waiting list open	
Ladybur Coop	68 Ladysmith Road, N17 9AG	020 8801 6700	Accept anyone - waiting list opens once or twice yearly - call for further details	
Stonewall Housing Association	2A Leroy Business Centre 436 Essex Road, N1 3QP	020 7359 6242	Accept lesbians & gay men	
Tamil Community HA	10 Hatherly Mews, E17 4OP	020 8520 2042	Accept all	

Accommodation Agencies

Company Name & Address	Phone	Fee	Deposit	Rent in Advance	Accept HB*	U25 On Benefit	Students Accepted
Ace Lettings 649 Green Lanes N8	020 8347 69 33	No	1month	1month	No	No	Yes
Adam Kennedy 1 Bruce Grove N17	020 8808 5811	Yes	1month	1month	No	No	Yes
Albion Lettings 173A Archway Road N6 5BL	020 8341 7776		1month	1month	Dep	Dep	Yes
Alexanders Ltd 42 Park Road N8 8TD	020 8348 5639	No	1month	1month	No	No	Yes with guarantor
Alpha-Lets Ltd 371 Green Lanes N4	020 8809 6144	Yes	1month	1month	No	No	Yes
Ammari Estates 604 Green Lanes N13	020 8882 7444	Yes	1month	1month	Dep	Yes	Yes
Andrew Lloyd Property Services 437 High Road N17	020 8493 0000	Yes	1month	1month	Dep	No	Yes
Andrew Stevens 400 Green Lanes N13	020 8886 4422	Yes	1month	1month	Dep	Yes	Yes
Andrew Stevens 62-64 Bounces Road N9	020 8884 5050	Yes	1month	1month	Dep	Yes	Yes
Anthony Webb Estate Agents 348 Green Lanes N13	020 8882 7888	Yes	1month	1month	No	No	No
Apollo & Co 77 Grand Parade N4	020 8809 2545	No	1month	1month	Dep	No	Yes
Atlas Property London Ltd 98 Stroud Green Rd N4 3EN	020 7281 0609	No	1month	1month	Dep	Yes	Yes
Azad Ayud Ltd 36 Wightman Road N4 1RU	0870 0775775	No	1month	1month	No	No	Yes
Barbara Gibson Properties 412 Archway Road N6	020 8348 3064	Yes	1month	1month	Dep	Dep	Yes
Beechwood Bureau 66 Green Lanes N16	020 7923 3319	No	1month	1month	No	No	Yes
Black Katz 1 Topsfield Parade N8	020 8347 3335	Yes	1month	1month	No	No	Yes
Blue Ribbon Properties Ltd 14 Green Lanes N13 6JR	020 8889 9996	Yes	1month	1month	Dep	Dep	Yes
Bracewells Estate Agents 4 High Street N8 7PD	020 8348 8080	Yes	1month	1month	Yes	Yes	Yes
C & J Properties 175 Green Lanes N13	020 8888 6111	No	1month	1 month	Yes	No	Yes
Capital Accommodation (London) plc 1Turnpike Lane N8 0EP	020 8342 5555	Yes	1month	1month	Dep	No	Yes
Castles 438 Hertford Road N9 8AB	020 8804 1505	Yes	1month	1month	Dep	No	Yes
Charles Nicholas Property Services 195 Seven Sisters Road N4	020 7281 6556	No	1month	1month	No	No	Yes
Choice Property Services Ltd 432 West Green Rd N15 3PT	020 8881 6777	No	1month	1month	Dep	No	Yes
Connect Letting 468 Green Lanes N13	020 8882 8888	No	1month	1month	Dep	Yes	Yes
CWP (UK) Ltd 139 Stroud Green Road N4	020 7561 0670	Yes	1Month	1 month	Yes	No	Yes
Davis Group of Companies 64 Willoughby Lane N17	020 8808 5030	No	1month	1 month	Yes	Yes	Yes
Day Morris 2 Fleet Road NW3	020 7482 4282	No	5weeks	1month	Dep	Dep	Yes

Company Name & Address	Phone	Fee	Deposit	Rent in Advance	Accept HB*	U25 On Benefit	Students Accepted
Day Morris 61 Highgate High StN6	020 8348 8131	Yes	1month	1month	Dep	No	Yes
Daylodge Estates Ltd 402 West Green Road N15	020 8365 8060	No	1month	1month	Dep	Dep	Yes
Devere Property Services 64 West Green Rd N15 3RN	020 8802 2214	Yes	1month	1month	No	No	Yes
Gelb & Co 184 Stroud Green Road N4	020 7281 3172	No	1month	1month	No	No	Yes
Heritage Properties (UK) Ltd 91 Myddleton Road N22 8NE	020 8888 2111	Yes	1month	1month	Dep	No	Yes
Highlands Estates 39 Tottenham Lane, N8 9BD	020 8374 3030	Yes	1month	1month	No	No	Yes
Holyland Letting 16b Imperial House 64 Willoughby Lane N17 0SP	020 8376 8377	No	1month	1month	Yes	Yes	Yes
Home 16 Essex Road N1	020 7226 3533	Yes	6weeks	1month	No	No	Yes
Homelink Lettings & Estates 125 Bounds Green Road N11	020 8888 2100	No	1month	1month	No	No	Yes
Inter-Property 228-230 High Road N22 8HH	020 8888 3231	Yes	1month	1month	No	No	Yes
Intolet 227 Holloway Road N7 8HG	020 7619 9500 020 7275 9168	Yes	1month	1month	No	No	Yes
Kings Lettings 6 Church Street N9 9DX	020 8350 0102	Yes	1month	1 month	Dep	No	Dep
Let 2000 Ltd 315 Hertford Road N9	020 8372 1010	Yes	1month	1month	No	No	Yes
London Social Housing 244 Archway Road N6 5AX	020 8347 5566	No	1month	1month	Yes	No	No
Longville Residential Devon Hse, The Green N21	020 8886 3993	Yes	1month	1month	Yes	Yes	Yes
Mendoza Residential 16 Aylmer Parade N2	020 8348 6363	Yes	6weeks	1month	No	No	Yes
Patrick & Rosen 23 Salisbury Road, N22	020 8889 0889	Yes	1month	1month	Dep	Dep	Yes
Private Property Management Service 11 Stoke Newington N16	020 7275 9577	Yes	1month	1month	No	No	Yes
Professional Property Management 545b Green Lanes N8 ORL	020 374 6640	Yes	1month	1month	Dep	No	Yes
Stephen Gracey 80 High Street N8 7NU	020 8348 5555	Yes	1month	1month	Dep	No	Yes
Symon Smith 266 Stamford Hill N16 6TU	020 8802 0025	No	1month	1month	Dep	No	Yes
Taylor Gibbs 33 Highgate High St N6	020 8348 8105	Yes	1month	1month	Dep	No	Dep
The Property Company 143 Tottenham Lane N8	020 8348 8833	Yes	1month	1month	Dep	Yes	Yes
Winkworth 36 Highgate Street W6	020 8348 1988	Yes	6weeks	1month	No	No	Yes
Winkworth 12 Broadway Parade N8	020 8342 9999	Yes	1month	1month	No	No	Yes
* Where an agent has said that they will accept a person who will need to claim Housing Benefit, acceptance will depend on availability and the landlord's agreement.							
Key: Dep = Depending on individual landlord/owner and on availability at time of enquiry.							

More information

For more information and confidential housing advice contact Haringey Council's Housing Advice Team.

Housing Advice Team

Apex House
820 Seven Sisters Road
London N15 5PQ
☎ 020 8489 4309

web site: www.haringey.gov.uk

email: HousingAdvice@haringey.gov.uk

Opening Hours:

Monday to Friday
9am – 5pm

For information on other Council services contact

South Tottenham Customer Services Centre

Apex House
820 Seven Sisters Road
London N15 5PQ

Hornsey Customer Services Centre

Broadway Annexe
Hornsey Town Hall
The Broadway, Crouch End
London N8 9JJ

North Tottenham Customer Services Centre

639 High Road
London N17 8BD

Wood Green Customer Services Centre

48 Station Road
London N22 7TY

Opening hours: Monday to Friday 8.45 am - 5.00pm

Haringey Customer Call Centre

020 8489 0000

Opening hours:

Monday to Friday
8.00am - 6.00pm

Homelessness and Housing Advice
Council Tax
Housing and Council Tax Benefit
Anti-social Behaviour

0845 076 2700
0845 073 3557
0845 071 2800
0845 671 1177