

Monday - Friday
9.00am - 5.00pm



THCL/08/16

For free translation phone

Për një përkthim falas telefononi
للترجمة المجانية الرجاء الاتصال هاتفياً.
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Del nemokamo vertimo skambinkinte
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مفت ترجمے کے لیے ٹیلیفون کیجئے۔

For large print or braille phone

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HOST

Housing Options & Support Team

*Information for all single homeless clients
in Tower Hamlets*



HOST – Housing Options & Support Team

This leaflet tells you all about HOST, what we do and how we can help you. It outlines our aims and answers many questions you may have about the service.

Contact details

HOST, Homeless & Housing Advice Services
Albert Jacob House, 62 Roman Road, Bethnal Green,
London E2 0PG

Telephone: 020 7364 7474

Email: homeless@towerhamlets.gov.uk

Online information is available at:

www.towerhamlets.gov.uk

Office hours: Monday to Friday, 9.30am to 4pm

HOST – Housing Options & Support Team

What is HOST?

HOST is a new team within London Borough of Tower Hamlets Homeless and Housing Advice Services (H&HAS). It aims to improve access to support services and longer-term accommodation for single homeless people on the basis of individual need.

Who can we help?

HOST can provide advice and assistance to all single homeless applicants in Tower Hamlets

What can HOST do?

- Referral and signposting to agencies offering support and assistance
- Provide an assessment of support needs and match to appropriate local supported housing services
- Referrals into private rented accommodation through the Rent Deposit Scheme
- Direct referrals into local Supported Housing, if appropriate
- Provide advice and information about other suitable Housing Options



HOST – Housing Options & Support Team

Frequently asked questions

What HOST is unable to do

- HOST is unable to provide emergency accommodation on the day for most single people who request assistance. This is because most providers and schemes operate a waiting list system. It is also so that appropriate assessments can be done to ensure you are referred to the best housing option for you.
- If you are homeless you should seek assistance from friends and family where possible or look at other emergency arrangements in the interim whilst we assist you to seek alternative accommodation.
- If you currently have accommodation but need to leave for any reason, please speak to an officer in HOST before you leave, as we may not be able to help you if you leave accommodation you are entitled to stay in.
- HOST does not manage and monitor supported housing services, this is done by the council's Supporting People Team who work closely with HOST. Supporting People can be contacted on 020 7364 7021.

What will happen when I approach HOST for assistance?

You will be seen by a Housing Options Officer who will complete a basic needs assessment with you. This will determine whether you are entitled to assistance under homeless legislation or whether we are able to assist you with any other type of housing option.

What information do I need to provide when I approach HOST?

We need to be sure that the advice and assistance we are providing is given to the right person and that we have enough information to make the correct decisions. Therefore we will need you to provide the following information:

Proof of identity

For example: your Passport or Home Office documents or your Driving Licence.

Proof of homelessness

For example: a letter from the person asking you to leave your current accommodation or a supporting statement from the referring officer stating the reason for your homelessness.

Proof of residence

For example: your medical card or bank statements.

Proof of income / earnings

For example: Welfare Benefits letter or wage slips.

Frequently asked questions

I want to be referred to a Hostel. How can I arrange this?

You will be assessed by a member of HOST and the most appropriate referrals will be made on your behalf. If a referral to a hostel is made, it is unlikely that you will be able to move in on the same day. You will have to be interviewed by the hostel to enable them to decide if they can offer you a place.

I want to rent privately but I do not have a deposit, can you help with a deposit and rent in advance?

In some cases we are able to make referrals to a private rented sector scheme in Tower Hamlets. This scheme can assist with deposits and rent in advance, however, you will be expected to take an active role in securing the accommodation. If you are eligible for this scheme your Housing Options Officer will explain the scheme in detail to you.

I want to apply for a Council or Housing Association flat, how can I do this?

We can provide you with a Common Housing Register form, which should be completed and returned to the Lettings Team at Jack Dash House, 2 Lawn House Close, Marsh Wall, London E14 9YQ. The list for social housing in Tower Hamlets is very long and you may wait some time for this option. For more information visit www.towerhamlets.gov.uk

Our Customer Promise

When you meet us we will:

- Be polite, helpful, honest and treat you fairly
- Keep the matter confidential

When you visit our offices we will:

- Aim to start dealing with your enquiry within 15 minutes
- Provide you with translation and interpretation if required

When you phone us we will:

- Aim to answer your call within 5 rings
- Greet you and give you our name and the name of the service

When you write to us by letter, email or fax we will:

- Reply within 10 working days
- Always try to use plain language

When we visit you in your home we will:

- Offer you a choice of morning or afternoon visits
- Always show identity cards and treat your home with respect

We want your feedback ... including any complaints

To improve our service we need your feedback, whether it is a comment, compliment or complaint. If you make a complaint we will carry out independent and fair enquiries as quickly as possible.

To give us your feedback you can:

- Speak to a member of staff
- Call us on 020 7364 7431
- Write to us at Quality Team, Albert Jacob House, 62 Roman Road, Bethnal Green, London E2 0PG
- Email us at quality@towerhamlets.gov.uk