

Local Support for Homelessness in Bristol

If you need to access the internet, Citizen Service Point has a number of socially distanced computers that you can use. We Are Bristol phone line (**0800 694 0184**) is a free to call number so you can contact them even if you do not have credit on your phone. If you have no other options please present yourself at the Citizen Service Point between Monday (9am to 4pm), Wednesday (10am to 4pm) and Friday (9am to 4pm), excluding Bank Holidays at 100 Temple Street, Bristol, BS1 6AG

Housing Charities:

CHAS provides specialist advice on complex housing issues, but just as important is our welcoming and supportive approach. We work with clients for as long as it takes to get their housing issues resolved. If CHAS is unable to resolve a particular issue, we can help clients with our wide range of contacts and partnerships to find an organisation that can provide a solution. **Tel. 0117 935 1260**

For full information on Shelter Updates, please visit Homeless Connect:

<https://bristolhomelessconnect.com/covid-19-update-homelessness-services-changes-updates/>

Bristol City Council and partners are responding to the need for crisis homeless housing.

If you are rough sleeping you can access support through St Mungo's Somewhere Safe to Stay hub on **0117 407 0330**. You can email: bristolspot@mungos.org Monday to Friday, 8am to 8pm

Homelessness Prevention Service Updates

If you're homeless or think you might be homeless in the future, please contact Bristol City Council initially by phone or email: Call **0800 694 0184 (free phone line)** Email: HomelessnessAdvice@bristol.gov.uk Phone lines open Monday to Friday 8.30am and 6pm. Closed Wednesday 12pm to 1.30pm. The Citizen Service Point (CSP) will only be handling emergency cases until further notice.

Essential – services that will continue include:

- Local Crisis Prevention Fund
- Homelessness – if citizens are homeless on the day
- Antisocial Behaviour (severe cases)
- Keys for end of tenancy
- Scan Coin machines for payments
- Self-serve computers will be available (spaced out for social distancing)
- Citizen Service Point at 100 Temple Street

If absolutely necessary, people can still present at the Kingswood office – (9am- 5pm) e.g. people who have nowhere to go that evening.

Shelter Bristol

Shelter Bristol are operating telephone advice lines, for advice or guidance, call: **0344 515 1430** between the hours of 9:00am – 5:00pm, Monday to Friday. If you require assistance with a legal matter within the next seven days – including a court hearing – or need an appointment with **Shelter's Legal team, call : 0344 515 1430 between the hours of 9:00am – 5:00pm, Monday to Friday.**

Youth Maps– Youth Homelessness Outreach. If you need to refer a young person for homelessness advice, please call on 01173327111 or use the webform <https://www.1625ip.co.uk/What-We-Do/Bristol-Youth-MAPS/Bristol-Youth-MAPS-Agency-Form-2018.aspx>

Local Advice Agency Updates:

- Talking Money: 0117 9543990
- Citizen’s Advice Bristol: 03444 111 444
- St Pauls Advice Centre: 0117 9553981
- North Bristol Advice Centre: 0117 951 5751
- South Bristol Advice Services: Benefits: 0117 9851122 – Debt: 0117 9038358
- Bristol Law Centre: 0117 924 8662

We Are Bristol free phone number: 0800 694 0184 click the following link for current opening hours: <https://www.bristol.gov.uk/contact/citizen-service-point>

Email addresses for Covid-19 enquires: coronavirus@bristol.gov.uk

Key Government Advice: Guidance is changing daily, key updates include:

- Up until the 30 September 2020 all renter have an extra 3 months’ notice if their landlords want to evict before the court process can start. (this may be extended)
- You must pay your rent during this time.
- Only urgent works can be carried out on my home
- From 27 of March – 23rd August – all ongoing house repossession are on hold. This means ongoing stay at their current stage and new court orders can be placed.
- This protects private and council tenants, as well as those with mortgages in England.
- People living in overcrowded properties may struggle to isolate correctly if needed, if you cannot self-isolate correctly within your home please contact your local council for somewhere else to isolate.

Nearly Legal’s response: <https://nearlylegal.co.uk/2020/03/all-housing-possession-claims-suspended-from-27-march-coronavirus-update>

A description of the updated Practice direction 51z to stay possession proceedings can be found here. News of the extension of PD 51z can be found here. The Ministry for Housing, Communities and Local Government have created some really useful non-statutory guidance for landlords, tenants and local authorities in the private and social rented sector:

<https://www.gov.uk/government/publications/covid-19-and-renting-guidance-for-landlords-tenants-and-local-authorities>

Useful contacts

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Shelter Bristol	0344 515 1430
Homelessness Prevention Service	0800 694 0184
Bristol Law Centre	0117 924 8662
Youth Maps	0117 3327111
CHAS	0117 935 1260
St Mungo’s Somewhere safe to stay hub	0117 407 0330