Customer Stories

Homeless Interventions service

The B&B Interventions team help customers with:

- Benefits claims
- Budgeting
- Maximising Income
- Applications for rent in advance and deposit
- Referrals into employment services
- Removals
- (And in some cases)
 Essential goods

"Communications
were very prompt and
my application for a
deposit was processed
very quickly"

Families are encouraged to look for their own affordable accommodation, and

"An **excellent** service, I am thankful for the help provided with finding and securing my new property" are offered links, tips and contacts. Once a property is found, the team take over the negotiations with the landlord and 'firm up' the financials.

Below are the cases of two homeless applicants, who were residing in emergency accommodation and have been assisted back into the

private sector.

Ms R:

As a result of a house fire that had destroyed her furniture and possessions, Ms R had been made

homeless. She was pregnant at the time and had recently had to end their selfemployed work for health reasons. Having always been employed, she was unfamiliar with the benefits system, so although Ms R initially wanted to search for private rented accommodation, she was concerned if she could

"Working with the service **led to a result**, I am now looking forwards to moving into my new home"

afford the rent on her income. The customer was assisted to make a claim for benefits and we were able to estimate her entitlements going forward. After actively searching and several unsuccessful viewings customer was able to move into a property she found as suitable and we negotiated with the agent and paid the deposit and rent in advance on Ms R's behalf. Ms R also

required assistance with white goods (fridge, cooker) and carpets, which we were able to arrange though the Discretionary Housing Payments team.

"Really helpful, I've seen a few properties already"

Mrs R2:

Mrs R had secured private rented accommodation in Sutton. We were successfully able to secure the property Mrs R2 had found, despite the landlord initially not wanting the tenant to be on benefits. Mrs R2 cares for her daughter who is disabled and the new

""It is the **best** event
I've ever been to,
really helpful, all my
questions were
answered"

property is specially adapted for wheelchair use and other mobility and breathing equipment fitted by Croydon Medical services.