

Customers helped to find own home before became homeless

Customer and her son facing homelessness, supported by Discretionary Support

Miss V is in her twenties lives with her five year old son and is pregnant. She works 24 hours a week, and receives Universal Credit, which covers a housing and a living allowance.

In March 2016 Miss V returned to the Council and asked for help with housing as her mum was in the process of selling her property and moving out of the area to a smaller place. Miss V was encouraged to look for private rented accommodation, and the caseworker gave her a list of some websites and some letting agencies to contact. Miss V was supported with:

- budgeting via our Personal Budgeting Support service
- given advice around affordability so could be clear what properties she could look for, which for her family meant looking for properties where the rent was £1200 per calendar month.

Miss V found the support useful and said that the caseworker had been helpful and understanding:

“I only met her face to face once but she was really helpful, if I sent her an email, she would reply back to me straight away, she would call me, if I didn’t understand anything on the application forms she would try and help me and go through it.. I appreciated the help, her taking the time, I could see that she cared about my situation.”

Miss V found it difficult to find a suitable property but by the end of July 2016 had found a property an affordable and suitable property. Miss V was supported to apply for a deposit and rent in advance from the discretionary payment team which was successful. Miss V and her son were able to move into the two bedroomed property and are now comfortably accommodated.

What can you do?

Take control of your move today and visit <https://www.croydon.gov.uk/housing/your-home-your-move> for more information.

HomeFinder UK

HomeFinder UK is a national housing mobility scheme available to anyone willing to move nationwide or at least 100 miles outside your area. It helps households who want or need to move to find a home that better matches their household size and personal and financial circumstances.

Landlords advertise their available homes through the Homefinder UK website and applicants express interest in a property by bidding as they would on traditional Choice Based Lettings systems.

*Homefinder UK gives
you chances to find
something permanent*

Mrs S:

Mrs S, a homeless applicant in Croydon, registered on the same day of her homelessness on the HomeFinder UK website. She found a tenancy within a social housing property in 7 and a half months.

[Here](#) are case studies presenting how effective the scheme is. And for more information go to <https://homefinderuk.org/>

For other housing options – go to <https://www.croydonchoice.org.uk/>