



HALL GREEN & SELLY OAK FAMILIES EARLY HELP TEAMS

HOUSING ADVICE

VERSION 1 - MAY 2023

This information sheet has been produced to respond to the increasing number of Housing issues presenting on Family Connect Forms. Unfortunately, we are not able to change families living situations but can offer advice on how families can access support.



BIRMINGHAM CITY COUNCIL HOUSING APPLICATIONS AND CHANGES TO HOUSING ALLOCATIONS POLICY

There is currently a backlog of applications that are awaiting review/approval due to the volume of applications being made. We do not have a timeframe for application review, approval and rejections. The reality is the demand for social housing far exceeds stock available.

Unfortunately, whilst waiting for a Housing Application to be approved, families are unable to bid for properties.

When completing applications families need to ensure the form is being completed correctly. All relevant documentation/evidence need to be attached/included for example eviction notices and medical reports. Failure to do so could result in application rejection resulting in applicants will need to start the process again.

Families will receive confirmation of their housing application being approved via email or in writing with a bidding number so they can start to bid for properties.

To increase chances of finding a property Birmingham City Council advise families to expand their search areas.

It is important that families bid regularly and only on properties they are prepared to accept. Refusal of a property could incur an allocation of a lower banding in some cases, they will be removed from the housing register. Families will not be allocated housing on a first come first served basis, however it is important to bid regularly as this can positively impact on your position.

Three and four bedroom properties are the most sought after and families are waiting years. Birmingham City Council also advise to look at smaller bedroom properties which have two reception rooms, as one of these can be converted into a bedroom. Birmingham City Council will support in this process.

Should families need support in application completion, support organisations are listed below, this is not an exhaustive list.

BIRMINGHAM CITY COUNCIL - GUIDE TO REGISTERING FOR HOUSING

In order to start the application for housing process you must first complete an online application form. This will involve registering on the Birmingham Choice site. Once registered, you will log into your account for any actions required on your housing application.

WWW.BIRMINGHAMCHOICE.CO.UK

Birmingham City Council - Advice Aid

Get online housing advice by answering some questions about your circumstance
- There is no need to provide personal details.

Birmingham City Council - Eligibility for Mobility Assessment

The Housing Options Team will identify eligibility for a mobility assessment, to identify whether adapted facilities are required in future property (for example; the need for a wheelchair adapted property etc) to support your independence and wellbeing.

Shelter

advice and support services offer one-to-one, personalised support, personalised help with housing issues and homelessness.

Cranstoun

Housing support for rough sleeper, tenancy agreements, sustainable housing, avoiding homelessness and empowerment.

Disability Resource Centre

Welfare benefits advice, low level debt advice, energy advice health and wellbeing activities, services for carers and much more.

Narthex Sparkhill

Money advice team can help with benefits, housing, debt and money advice.

Crisis Skylight Birmingham

Support for people experiencing homelessness or are at risk of homelessness.

TEMPORARY ACCOMMODATION

There have been changes to the Housing Allocation Policy and Band 1, now known as Band A, has the largest number applicants.

Families in temporary accommodation are regularly moved out of Birmingham. Families will be allocated a Housing Officer if they are Homeless / in Temporary Accommodation and will receive confirmation of who this is in writing, when they receive approval of their Housing Application.

Families will need to contact their Housing Officers / Temporary Accommodation Team themselves. Birmingham City Council will not speak to a third party. The Temporary Accommodation Team have interpreters available to liaise with families, if required. It is important that families build relationships with their Housing Officer.

Temporary Accommodation Enquiries - 0121 675 5531

Temporary Accommodation Enquiries - TAEnquiries@birmingham.gov.uk

Repairs for Temporary Accommodation can be made with details above, for more information and "book a repair" form see [here](#).

ACCOMMODATION FINDING SERVICE

Accommodation Finding Team (AFT) can support families in identifying an affordable private rental who work with Birmingham City Council families. Families need to contact the accommodation finding team directly.

When contacting the Accommodation Finding Team, families need to provide Homeless Reference Number, Housing Application Number, and any relevant documentation/evidence.

For more information, please email the Accommodation Finding Team AFT@birmingham.gov.uk or call on 0121 675 4885. This team can provide advice/information regarding Discretionary Housing Payment (DHP) and Homeless Prevention Fund which may support with deposits or rent arrears.

SOCIAL HOUSING

Families may wish to live in social housing which requires a bidding process. For Birmingham City Council properties please register with www.birminghamchoice.co.uk and for contact details for other social housing providers see [here](#).

PRIVATE RENTAL

Private rental may be a quicker option through:

www.rightmove.co.uk/
www.zoopla.co.uk
<https://www.gumtree.com/property-to-rent/birmingham>
www.dssmove.co.uk
www.spareroom.co.uk

Families can also visit Lettings Agents who advertise rental properties in the local area.

Women's Aid Housing Support Changes in Service delivery

From 1st April 2023, Birmingham and Solihull Women's Aid handed over the delivery of the Domestic Abuse Housing Solutions Service to Birmingham City Council.

The new Housing Solution Service is not based the Women's Aid Centre on Bristol Street. Where there is domestic abuse and a risk of homelessness, please call Birmingham City Council Contact Centre on 0121 303 7410

In cases where access to temporary accommodation is required on the day, an in person appointment is required, please call 0121 303 7410. Birmingham City Council will provide details of the base for their Housing Solutions office.

Birmingham and Solihull Women's Aid continues to deliver access to provision through Birmingham's Domestic Abuse Pathway and Advice and Wellbeing Hub and can be contacted on 0808 800 0028.

www.bswaid.org

Repairs, Mould and Condensation

Families/Tenants should contact Birmingham City Council themselves about Council and Private Landlords who are not maintaining/providing acceptable housing.

Birmingham City Council Repairs need to be reported to 0121 216 3330 or complete an online form [here](#).

If it is a Health and Safety risk (Front door lock broken etc) then an urgent repair can be requested, and they will aim to get it done within 2 hours.

Private Landlords s not maintaining an acceptable property standard 0121 303 5070.

[Request private tenant advice](#) | [Private tenant advice](#) | [Birmingham City Council](#)

Call Pest Control on 0121 303 6007

For Environmental Health call 0121 303 1112

Please share links below about how to control and manage damp in the home.

[Birmingham City Council - Mould and Condensation Advice](#)

[Home Group – Mould and Condensation Advice](#)

[Cadent Foundation Green Doctor - Groundwork](#)

Families can also be referred / self-referred to Cadent - The Green Doctor. Green Doctor can offer advice and sometimes free items such as: energy efficient bulbs, blankets, hot water bottles, clothes airers and reflective strips for the radiators.

Birmingham Early Help

Early Help Teams across Birmingham support children, young people and families accessing support before they go into crisis. This document has been produced by Green Square Accord's Early Help team and while we are unable to support with housing we with issues such as foodbanks, warm places of welcome and domestic abuse. Please contact your locality team for further support or complete a Family Connect Form - details are [here](#).

