

Advice Worker Monthly Report: in-centre appointments, November 2020

Appointments offered: 84

Appointments attended: 68

Summary

- Housing referrals and housing advice : 34
- Housing placements : 7
- Night-shelter placements : 5
- Housing interventions (liaising with Landlords re suitability, rent reduction, rent payments, disrepair etc): 5
- Income maximisation including grants, freedom passes, DHP applications and foodbank referrals : 4
- Welfare benefit advice : 23
- Immigration advice : 8
- Legal advice: 6
- Bank account opening :5
- Customer rights advice : 0
- Employment : 0
- Help to get identity documents : 2
- Outreach referrals : 2
- Debt : 4
- Other : 1

Case Study November:

My client Arnold came to the Manna Centre after being asked to leave the emergency Covid related hotel accommodation that the council had been providing over the summer. He has become homeless before this after breaking up with his partner. His colleague then agreed to let him stay on her sofa, and he came to The Manna Centre for help with housing. He was working part time, but not earning enough to be able to pay both rent and all of his living expenses. We explained that he would be able to get a top up from Universal Credit for his rent, and helped him to apply. He was very anxious about the process, but we remained on hand to talk through anything he was confused about during the process. When his Universal Credit claim was in payment, we started to look for housing for him. We also helped him to look on property listings, and discussed how to look out for and avoid scams, and how to approach landlords and agents. We emailed one property agent that we have a relationship with, who we knew could take on tenants who were both working and claiming Universal Credit, and who did not charge a high deposit. He now has an appointment to view a room and is hoping to be settled before the New Year.