

Short case study – June 2022

Our client Ray, a good natured, soft spoken older gentleman, originally came to us because he was homeless and had been living in backpacker hostels. We were able to find him studio accommodation through a property agency we have a relationship with. Recently he came back to the advice service, because after two months in the property, the council had not paid any housing benefit, and the landlord was threatening to evict him. After calling the council, it turned out that they had classed the property itself as ineligible for housing benefit, despite the fact that most other people in the block were in receipt of benefits to pay for their rent. We managed to coordinate between the housing agency and the council, to prove that the property was registered correctly. A tricky administrative problem that had nothing to do with Ray. As of today, the council have confirmed that they should shortly be able to pay housing benefit for Ray, including all the money owed.