

# Home Options

*partnership delivering a quality  
housing options and advice service*





**Home Options is a high quality, multi-agency advice and homelessness prevention scheme.**

**Our work covers the following service areas:**

## **Young people**

This service helps people aged 16 to 25 who are at risk of homelessness due to relationship breakdown with family or friends. It provides a combination of family mediation, housing options and resettlement work.

## **Domestic violence**

This service provides specialist advice and support for households who have become, or are at risk of becoming, homeless due to domestic violence. In the future the service will provide enhanced security to help those people who wish to stay in their own homes to do so safely. The service is also able to refer people to other specialist services and agencies, such as tenancy support and legal advice.

## **Mediation**

This service provides impartial mediation between friends, family, neighbours and private landlords in order to resolve

issues and prevent homelessness due to non-violent relationship breakdown.

## **Private landlords**

We work with private landlords to provide better access to private sector housing through the payment of a rent deposit for families in housing need.

## **Private tenancy unit**

Referrals are made to the unit to prevent homelessness where households have private tenancy issues. It offers a negotiation service and legal advice for tenants and landlords.



This includes working with and making referrals to other Home Options partners. They also offer advice on benefit and debt issues.

## Local housing teams

The teams, based at neighbourhood or housing offices, provide homeless prevention advice for council tenants who face tenancy problems.

## Homeless service

This service carries out homeless interviews and assessments when all other housing options have been explored and are unable to meet the housing need. They also carry out all emergency accommodation assessments.

**For more information about Home Options contact your neighbourhood office.**

## Neighbourhood Advice and Information Service

The network of neighbourhood offices provides homeless prevention advice and information for all customers ranging from council tenants to private tenants and owner occupiers to people who don't have their own home.

**If you would like this leaflet in Braille, large print or on audiotape please contact your neighbourhood office.**