



Help for you if you are an ARMED FORCES VETERAN

What is this factsheet about?

This factsheet provides information to British Armed Forces Veterans who are seeking housing advice from Merton Council. It contains information on support that is available to you, and ideas for finding somewhere to live.

Veterans' Gateway

Veterans' Gateway is a national telephone helpline and website, which is open 7 days a week, 24 hours a day. They can help you with:

-) Housing
-) Employment
-) Finances
-) Mental and Physical Health

There is also a search feature for veteran specific accommodation

The direct number to speak to an advisor is **0808 802 1212**.

Haig Housing Trust

Haig Housing provides housing assistance to ex-Service people and/or their dependants. This is achieved by letting general needs homes at affordable rents to the ex-Service community, and providing tailored housing solutions to suit the individual needs of severely wounded and disabled Veterans. Haig Housing also offers a wide range of housing advice to the Service community and is the Strategic Housing Partner of Help for Heroes.

The Trust has over 1,500 properties throughout the UK which are a mix of family-sized houses, flats, maisonettes and bungalows, built mostly in the 1930s, 1950s and 1990s. The properties are generally on small, well-managed estates ranging in size from six houses up to the largest estate in Morden of over 270 homes.

To be considered for housing, applicants must have a British Armed Forces connection and be in housing need.

To find out more and apply use the following link-

<https://www.haighousing.org.uk/properties/apply-now>

Getting on the housing register

Affordable housing is in very short supply in Merton. However, we do accept applications onto the Council's Choice based lettings scheme from anyone who is eligible, and who can demonstrate a local

connection to the borough. We will consider you have a connection if you are a serving member of the Armed Forces, or have been discharged from the Forces within the last 5 years.

In addition there is an annual quota of rehousing in general needs housing association stock for HM Armed Forces serving or having been discharged from the armed services for up to 5 years. Access to the quota would have to be agreed by the Council having regard to assessed levels of housing need and the strength of any local connection.

The details are contained within section 7.8 of the Council's Lettings Policy (see https://www.merton.gov.uk/assets/Documents/housing_register_and_nominations_policy-august_2012.pdf)

Threatened with homelessness?

If you think you will be made homeless in the next 56 days, and you cannot find your own alternative accommodation, you can approach any local authority in England, and ask for assistance. Provided you are eligible, the council will assess your needs, and draw up a plan to help you resolve your housing problem.

This plan will include the steps that you and the council will take to find a solution. This might involve, for example, negotiating with your landlord, securing debt advice, maximising benefits, or getting help with training or work.

Already homeless?

If we are satisfied that you are eligible, and do not have accommodation anywhere that you have a right to occupy, and can gain access to, we will try to help you resolve your homelessness. If we have reason to believe you are in a priority need group, we will provide you with temporary accommodation, while we try and help you to find a more permanent solution. When assessing if you are in priority need, we will consider whether you are vulnerable, and will take into account your experiences in the forces and the effect they have had on you.

Whether you are in priority need or not, we will try and relieve your homelessness for a period of 56 days. If we are unable to help you find a home during this 'relief period', and you are in priority need (and have co-operated with us), we may then make you a direct offer of housing.

If you need to contact us

Visit:

Housing Options
Merton Civic Centre
London Road
Morden
SM4 5DX

Email to: housingadvice@merton.gov.uk

Telephone: 020 8545 3636