

# Our partnership with Shelter

## Licensed Trade Charity in partnership with Shelter

Shelter is a specialist housing charity. They help millions of people every year struggling with bad housing or homelessness through advice, support and legal services.

### Licensed Trade Charity partnered with Shelter to enhance our housing support offer.

Our beneficiaries who experience housing difficulties can now access personalised Shelter Helpline Plus Service. This means Shelter can provide fast track advice to people working in the licensed trade who face bad housing or homelessness.

## Shelter Helpline Plus

Licensed Trade Charity will discuss your housing situation with you. If you have worked in the licensed drink trade for 5 years or longer and face complex housing situation we will discuss referring you to Shelter Helpline Plus. You will be allocated a named housing advisor who will liaise with you over the phone and via e-mails to offer specialist housing advice. Shelter advisors can also liaise with other agencies and landlords on your behalf.

This case work service is available Monday to Friday 9am to 8pm and Saturdays 9am to 12.30pm. This means Shelter can offer appointments outside normal office hours.

## What Shelter can do

### Preventing eviction (homeowners and tenants):

- establish affordability and agree repayment
- arrangements, including resolving issues with housing benefit/Universal Credit
- negotiate with lenders and landlords to avoid court proceedings
- defend county court possession claims
- apply to suspend eviction warrants

### Homelessness

- enforce your client's rights to housing through their council's housing department or social services
- make sure accommodation provided is suitable
- challenge councils' homelessness decisions

### Housing register applications

- help with rehousing through local authority housing registers and ensure the client has the right priority based on their circumstances

### Disrepair

- enforce tenants' rights to repairs

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- initiate court action where appropriate

### Tenancy related

- establishing security of tenure where unclear or complex, including rights to occupy following the death of a tenant

### Useful links

If you are experiencing any of the issues covered in this factsheet, in the first instance call our free helpline on **0808 801 0550**.

Our Advisors will listen without judging and will work with you as best they can to achieve a positive outcome. If you prefer you can email: [support@ltcharity.org.uk](mailto:support@ltcharity.org.uk) to indicate that you might be interested in Shelter Helpline Plus Service

Visit our website:

[www.licensedtradecharity.org.uk](http://www.licensedtradecharity.org.uk)

It's full of useful information about the kind of issues we know people who work in the licensed trade face.

### Shelter

Shelter works to alleviate the distress caused by homelessness and bad housing by giving advice, information and advocacy to people in housing need.

**Helpline: 0808 800 444 8am-8pm Monday-Friday; 9am-5pm Saturday, Sunday**

[www.england.shelter.org.uk](http://www.england.shelter.org.uk)