

Welcome to Nuneaton and Bedworth Borough Council's

Homeless – armed forces

This leaflet is for people who are leaving the armed services, or are a former member, and think they are homeless or at risk of becoming homeless.

If you are still in the military then you should get specialist advice from the Ministry of Defence (MOD) housing advice service - the [Joint Service Housing Advice Office \(JSHAO\)](#) - before you leave the forces.

You can get valuable advice and assistance with accommodation from:

- [Veterans Gateway](#)
- [Shelter](#)
- [Veterans Contact Point](#)
- [Soldiers, Sailors, Airmen and Families Association \(SSAFA\)](#)
- [Royal British Legion](#)
- [Single Persons Accommodation Centre for the Ex-Services \(SPACES\)](#)

The [Veterans Gateway](#) is the first point of contact for veterans seeking support. The Veterans Gateway put veterans and their families in touch with the organisations best placed to help with the information, advice and support they need – from healthcare and housing to employability, finances, personal relationships and more. This service is available 24 hours a day as an information and referral service only.

If you are or have been a member of the armed services, then you may be entitled to extra help from Nuneaton and Bedworth Borough Council to assist you in finding a home. It is very important that you therefore tell the Council that you have served in the forces, no matter how long ago it was or for how long.

The Council must consider if it can help you using both general rules that apply to everyone and special rules that apply to people who were in the forces.

Definition of Homelessness

There are several ways that you could be considered homeless. You may be classed as homeless if: -

- You are at risk of violence or abuse where you are living. This can be from a partner, ex-partner or family member, or someone in your area.
- You don't have 'a roof over your head' i.e. you are street homeless
- You are at risk of losing your home
- You cannot afford to stay where you are
- Your accommodation is very temporary

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- You are staying with friends or 'sofa surfing'
- You have been locked out or illegally evicted
- Your accommodation is in very poor condition
- You cannot live together with your partner or close family
- You have nowhere to put your houseboat or caravan

How you can get help with finding somewhere to live

If you think you are homeless or could become homeless then you should contact Nuneaton and Bedworth Borough Council via customer.services@nuneatonandbedworth.gov.uk, call 02476 376406 or drop into the Town Hall, Coton Road, Nuneaton between 9am and 5pm to arrange an appointment.

It is important that you let the Council know of your housing situation as soon as possible as the Council can advise and support you within 56 days (or sooner) of you becoming homeless. Our Housing Solutions team can help you by:

- Assessing your current housing situation and determining what your needs are
- Liaising with other agencies that can support your case
- Developing a personal housing plan so you can work towards getting a permanent home

If you do not have children, you are usually only in priority need if you are classed as 'vulnerable'.

You may be in this category if your time in the military has resulted in you developing a medical condition or mental illness that makes it hard for you to cope with being homeless. You should therefore tell the council if you:

- had a front-line role
- have experienced harrowing situations or trauma as a result of armed conflict, peace keeping or humanitarian aid situations
- are disabled or seriously injured
- were released on medical grounds

To help support your case, you may need to provide medical evidence from the MOD, including a Medical History Release Form (if you were given one).

Subject to certain criteria, Nuneaton and Bedworth Borough Council can help you with both emergency and longer-term accommodation if it is accepted that you are homeless and in priority need with regards to needing accommodation.

[Nuneaton and Bedworth Borough Council](#)

Telephone: 024 7637 6406

Open 9:00am until 5:00pm, Monday to Friday (except Bank Holidays).

[Citizens Advice](#)

02476 494393 Advice line 10am - 2pm Monday, Tuesday, Thursday, Friday

0300 3301163 Advice line 9am - 4pm Monday – Friday

[The Veterans Contact Point](#)

Telephone: 02476 343793

Mon - Fri 09.00 - 17.00

Email: contactus@veteranscontactpoint.co.uk

[P3](#) - a local charity based in Nuneaton that helps people aged 25 and over who are faced with homelessness.

Freephone 0808 164 6220

Email warks@p3charity.org

[Local SSAFA branch](#)

Warwickshire & Coventry

Email: Warwickshire@ssafa.org.uk

Main Phone: 01926 491 317

Useful contact details for services outside of the Nuneaton and Bedworth Borough Council area:

[SSAFA](#) – The Armed Forces Charity

Freephone: 0800 731 4880 (lines open (am-5pm, Monday to Friday)

[The Royal British Legion \(RBL\)](#) - The Royal British Legion supports serving members of the Armed Forces, veterans and their families.

Contact Centre helpline: 0808 802 8080 from 8am to 8pm, 7 days a week (calls are free from UK landlines and main mobile networks).

[The Veterans Gateway](#) – enables veterans to access other military charities for 24hour support

Telephone: 0808 802 1212 or visit the Veterans Gateway.

[Shelter](#)

Telephone: 0808 1644 660