



Stockton-on-Tees
BOROUGH COUNCIL

If you need housing advice or are homeless: Former members of the regular armed forces

As a member of the armed forces community you may be entitled to additional support and priority if you have a housing need.

If you are worried about becoming homeless you should contact us as soon as possible.

You can visit us at: Stockton Central Library & Customer Service Centre
Church Road, Stockton-on-Tees, TS18 1TX

Email us: Housing.options@stockton.gov.uk

Telephone: 01642 528389

Or write to us: Homelessness and Housing Solutions, 16 Church Road,
Stockton-on-Tees, TS18 1TX

Service opening times:

Monday, Tuesday, and Thursday: 9am to 4pm

Wednesday: 12.30pm to 4pm

Friday: 9am to 3.30pm

If you are homeless in an emergency outside these times you can telephone the **Emergency Duty Team:** 01642 524552, 5pm - 8.30am weekdays and all-day weekends (including bank holidays).

There are a number of agencies that offer specialist advice and support for Veterans. Please see the information below for local agencies that may be able to help.

Where to start? – [Veterans' Gateway \(VG\)](#)

With so many organisations supporting veterans and their families, finding the right one for your needs may seem off-putting. If you are not sure where to start, go to the **[Veterans' Gateway \(VG\)](#) first.**

Their goal is to put veterans and their families in touch with the organisations best placed to help with the information, advice and support they need – when they need it – from healthcare and housing to employability, finances, personal relationships and more.

They provide **24-hour** support, **7 days a week** – through the [Veterans' Gateway website](#) and Contact Centre **Helpline 0808 802 1212**. You can also contact them by e-mail, text and online 'Live-chat'.

Many of the team are veterans themselves so they understand the issues that people face after leaving the armed forces. They will work with people on a one-to-one basis, connecting them with the right support as soon as possible.

SSAFA – the Armed Forces charity (formerly known as Soldiers, Sailors, Airmen and Families Association)

SSAFA can give practical housing advice and support to veterans and their dependents. Their advisors offer impartial guidance around housing issues for those who have left the regular armed forces. This includes homelessness, housing benefits, accessing social housing, tenants' rights, mortgage arrears, repossession and eviction. They can also signpost you to other organisations for help.

Advisors also work together with their volunteer network to try and source financial assistance that might be needed to solve your housing problems, for example, finding money for a deposit or to help with mortgage arrears.

SSAFA Helpline: 0191 222 0803 **Website:** www.ssafa.org.uk **E-mail:** housing@ssafa.org.uk
Contact Number for Cleveland SSAFA Branch: 01642 553666 **E-mail:** cleveland@ssafa.org.uk

Joint Service Housing Advice Office (JSHAO)

The JSHAO is the Ministry of Defence's (MOD) tri-service focal point to provide service personnel and their dependants with specialist housing information for those wishing to move to civilian accommodation at any time in their career; and for those during resettlement to assist with the transition to civilian life.

The JSHAO also runs the MOD 'Referral Scheme' which may help you to find a social housing home if you are:

- married or a separated spouse still living in services family accommodation, or
- single and living in a hostel within six months of leaving the regular armed forces

There is more information about the above online at www.gov.uk – search for 'Joint Service Housing Advice Office' – this includes a number of advice/fact sheets.

JSHAO telephone advice line: 01252 787574 **E-mail:** RC-Pers-JSHAO-0Mailbox@mod.gov.uk

Single Persons Accommodation Centre for the Ex-Services (SPACES)

SPACES is a team of staff based within The Beacon at Catterick, North Yorkshire. They help to secure accommodation when leaving the Armed Forces and provide support up to 12 months prior to and six months' post discharge for those who have not been able to secure accommodation and will maintain contact until suitable accommodation is secured.

They work with applicants, regardless of location in the UK. Beyond six months after discharge, veterans are given information and advice only. The overall aims and objectives are to assist single Service Leavers to secure appropriate accommodation as they leave the Armed Forces, reducing the likelihood of them becoming homeless or rough sleepers.

Single Service Leavers can be vulnerable to homelessness because of a combination of factors: having no home to return to after service, little understanding of how to secure rented accommodation and current legislation, little or no experience of budgeting and setting up home.

SPACES do not manage housing stock although they are part of a national Housing Association, Riverside Group, who own many properties and may be able to offer accommodation. They liaise with many other veteran charities and housing providers to secure accommodation, signposting those with dependants to the 'Joint Service Housing Advice Office'. Applications available through their website.

SPACES contact details:

Address: The Beacon, SPACES Office, Marne Road, Catterick, North Yorkshire, DL9 3AU.

Tel: 01748 833797 / 872940 / 830191 (Civ); 94731 2940 (Mil); Fax: 01748 835774 (Civ)

E-mail: spaces@riverside.org.uk **Web:** <https://www.riverside.org.uk/care-and-support/veterans/spaces/>

Veterans UK

The MOD also run the 'Veterans UK' helpline which gives advice on issues including emergency accommodation, benefits, pensions, loans and grants, finding a job, retraining, health issues, welfare concerns, service records and medals. **Phone:** 0808 191 4218 **E-mail:** veterans-uk@mod.uk

Veterans Aid

In general terms all the charity's activities revolve around helping ex-servicemen and women in crisis. Specifically, it deals with all the factors that contribute to crisis – significantly those leading to homelessness. Because homelessness is both a cause and effect VA's activities are diverse. The endgame is always to enable sustainable, independent living, but the interventions necessary to achieve this can involve days, weeks, months – or even years of investment.

First actions might be provision of food, new clothing and shelter; subsequent interventions might involve prolonged periods of counselling, drink/drug rehabilitation and medical treatment. Further support frequently involves education, retraining or the acquisition of a new skill. Help is given to identify employment opportunities and, when they are deemed ready, individuals are helped to move into new homes – furnished and decorated by Veterans Aid.

Freephone: 0800 012 6867

Landline: 0207 828 2468

Website: <https://veterans-aid.net>

Project Nova

Project Nova provides support to Veterans who are experiencing challenging times. They provide a tailored service that identifies, and addresses need. Helping people make positive changes to their lives.

We operate in the East of England, North West, North East and South Yorkshire and Humberside. Project Nova is not currently available in other areas of the UK.

Project Nova is jointly delivered by RFEA - The Forces Employment Charity and Walking With The Wounded.

Helpline: 0800 9177299 8am - 8pm Monday to Friday 8am - 2pm Saturday

Website: [Project Nova](#) **Email:** veterans@rfea.org.uk

Specified Public Bodies; Duty to Refer

The Homelessness Reduction Act 2017 introduced a new Duty to Refer (DtR) requiring specified public authorities in England to notify Local Housing Authorities (LHA's) of service users they think may be homeless or threatened with becoming homeless within 56 days. This duty came into effect on **1 October 2018**.

Which public authorities have the Duty to Refer? The following services are required to refer service users they consider may be homeless or at risk:

- Prisons (public and private)
- Youth offender institutions
- Secure training centres
- Secure colleges
- Youth offending teams
- Probation services (including CRC)
- Jobcentre Plus
- Accident and emergency services provided in a hospital
- Urgent treatment centres
- Hospitals in their capacity of providing in-patient treatment
- Social service authorities
- The Regular Forces (under duties to The Secretary of State for Defence under the legislation).

For more information please visit our [Duty to Refer](#) page.