

Welcome to our Housing Advice & Options Service

Dacorum Borough Council aims to deliver a comprehensive housing advice & options service, which provides excellent customer service. Our service provides advice and assistance to the residents of Dacorum who are in housing need or at risk of homelessness.

Our Officers will:

- Respond to your contact within 5 working days (unless in the case of an emergency)
- Carry identification and advise you of their role
- Carry out an assessment of your housing needs and explore the different options that are available to you
- Try to help you remain in your home wherever possible; whether you are a council or housing association tenant, private tenant, homeowner or living with family or friends
- Offer you a housing options interview; on the telephone, in your own home, at our offices or at another suitable venue
- Ensure that your housing options are provided to you in a written personal housing plan
- Provide access to an emergency duty officer for urgent housing issues
- Provide you with access to tenancy sustainment training
- Provide you with advice to help resolve your situation if you are affected by the benefit cap or living in under occupied accommodation
- Provide you with additional advice and support to help you sustain your current tenancy and prevent homelessness, through our Living Stable Lives contract
- Carry out an assessment in line with the Housing Act 1996, Part VII, if we can't prevent you from becoming homeless
- Make sure that any negative decision made on your homelessness is explained to you in writing and allow you the opportunity to comment or provide further information before issuing a final decision
- Offer you temporary accommodation, if we have a duty to accommodate you as a homeless person, we will
- Provide you with help, advice and access to additional support, to help you sustain your temporary accommodation and future housing
- Work closely with partner agencies to ensure prompt action is taken to tackle your housing issues

We are based at: The Forum
Marlowes
Hemel Hempstead
HP1 1DN

Phone: 01442 228000
Emergency out of hours: 0800 018 60 50
Email: housingoptions@dacorum.gov.uk
Website: www.dacorum.gov.uk

Service opening hours: 8.45am – 5.15pm Monday to Thursday;
8.45am – 4.45pm Friday

