



# Housing Advice

## Former Members of the Regular Armed Forces

If you are now, or are soon to be, a former member of the armed forces you will be entitled to greater support with regards to your housing needs.

If you are currently still serving administration staff within your branch of the service should contact the Council's Housing Options service to advise that you are leaving the service, returning to the Sefton area, and that you may be homeless on discharge. If you have a partner and/or children we will need to know about your circumstances as soon as possible.

It is also vital that we know if you are being discharge from the service based on medical grounds and whether those medical grounds would affect your housing needs e.g. a mobility issue.

You can register for local social housing through **Property Pool Plus** and you may receive a high priority for rehousing because of your veteran status. Further advice and assistance is available from OVH, who administer PPP. For all general PPP enquires, help with bidding and property search please contact OVH: -

- By phone 0300 365 1111, 8am to 6pm Monday to Friday
- Visit us at One Vision Housing Customer Access Centre, Coral Drive, Bootle L20 3UG, 9am to 5pm Monday to Friday

If you are not registered, you can do so online via [www.propertypoolplus.org.uk](http://www.propertypoolplus.org.uk)

You could try to find **housing in the private rented sector**. Our Housing Options service may be able to advise you how to find out what housing is available locally and how to apply for help with your housing costs.

You might be able to get help with a deposit through:

- our private rented sector bond scheme, or
- Applying to our Housing Benefits service for a Discretionary Housing Payment for securing private sector tenancy (if you are already in receipt of Housing Benefit or Universal Credit)

If you are to be homeless on discharge (or within 56 days of discharge) please contact the Council's Housing Options service immediately on 0151 934 3541 to get advice and assistance.



## Where to go to get help and Advice

For further information, or if you need help because you might become homeless, contact us on 0151 934-3541 and ask to speak to a housing options advisor.

You can come into see our Housing Options Service which is based at Magdalene House, Trinity Road, Bootle, L20 3NJ, between the hours of:

- Monday 10am - 4pm
- Tuesday 10am - 4pm
- Wednesday 10am - 4pm
- Thursday 10am - 4pm
- Friday 10am – 3pm

If you are in need of Out of Hours advice please click [here](#) for details on how to do this.

If you live in the Southport area you may make your initial enquiry to the Southport Housing Centre, 68 Eastbank Street, Southport, PR8 1ES or on 01704 501256. Drop in for advice: Monday to Thursday 10am to 4pm, or, Friday 10am to 3pm.

## Self-Refer

You are also able to self-refer to Sefton Housing Option Team by completing the registration form by following the link to [Sefton's Jigsaw Registration form](#)

Alternatively, you can also contact the organisation **Veterans In Sefton**, who have been commissioned by the Council to deliver services to support ex-armed service veterans to secure accommodation and to provide support services for these clients to sustain their accommodation.

Veterans in Sefton provide comprehensive information, advice and guidance service for all members of Sefton's Armed Forces Community including Veterans, serving personnel and their families.

The CEO, Holistic Care Coordinator and the Volunteer Mentors are all former Armed Forces personnel and have a vision for developing a fully holistic and cohesive support service with a full understanding of Armed Forces culture.

Veterans In Sefton can be contacted on 0151 933 0800 or for more information go to [Veterans in Sefton](#)

Veterans can also access services through the [Veterans Gateway](#), an online service and telephone resource commissioned by the Ministry of Defence and delivered by a consortium headed by The Royal British Legion. Within the Gateway a housing specialist service is in touch with veteran housing providers and has up-to-date information on any vacancies within the 4,000 plus housing units in the country specifically ringfenced for veterans.