

Finding somewhere to live in Camden



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It can be hard to find a home in Camden



There aren't enough council houses for everyone



If you have a social worker or CLDS specialist support worker, they can help you

You can get help to find a home



The **homelessness prevention team** can help



Their office is at
5 Pancras Square
London N1C 4AG



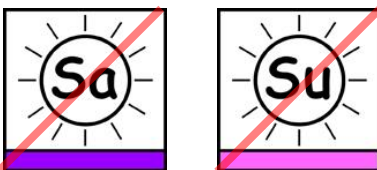
Their phone number is **020 79 74 44 44**



- the offices are open from **9am to 5pm**



- they are open on **Monday, Tuesday, Wednesday, Thursday and Friday**



- they are not open at weekends

Help from Camden learning disabilities service



You can call **CLDS** and ask for an appointment to talk about your housing

- you can talk to your social worker about your housing
- they will tell you who can help you



The CLDS office is at
5 Pancras Square
London N1C 4AG



The phone number for CLDS is
020 79 74 37 37



CLDS is open from **9am** to **5pm**



You can find out more about CLDS on their website

camden.gov.uk/clds



There is an **easy read website about housing** on Camden Clickstart

Housing drop-in service



There is a housing drop-in service at
Kentish Town Library
262-266 Kentish Town Road
NW5 2AA



The drop-in is on
Tuesdays 2pm to 5pm



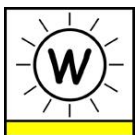
and
Fridays 2pm to 5pm



Staff can help you use the computer to contact housing about your application or repairs or to bid for a new home



There is also a housing drop-in at
Pancras Square Library
5 Pancras Square
N1C 4AG



The drop-in is on
Wednesdays 10am to 1pm



Staff can help you use the computer to contact housing about your application or repairs or to bid for a new home

Do you live in a council or housing association flat?



If you need to move, your local housing office can help you



If you are a Camden council tenant, you can phone **020 79 74 44 44**



Some people can get a **council home** through our **allocations scheme**



Some people can get a **housing association** home in this way

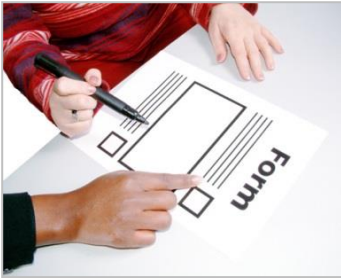


Our **allocations scheme** helps us decide who will get one of our homes



You can fill in a form on the internet
www.camden.gov.uk

This is called **self assessment**



We can help you fill in the form

You can



- phone our **customer contact team** on **020 79 74 44 44**



- call in to any **district housing office**



- call in to the drop-in at **5 Pancras Square**
London N1C 4AG



We look at what you say on the form

- we work out how many housing points you have



- if your home is not right for you, you get more housing points



- we tell you how many housing points you have

Getting an empty council or housing association home



We advertise our empty homes on the Council's website every week

camden.gov.uk



Search for **home connections**



We also put the adverts on notice boards in our housing offices

If you have enough points for a home you like in an advert, you can tell us



This is called **bidding**

If you have enough points we will ask you to come and look at the home



The person who bids with the most points gets the home



You can get help with bidding from

- any Housing reception desk staff
- the **customer contact team** on **020 79 74 44 44**



Sheltered housing



You may be able to live in sheltered housing

- sheltered housing is flats for people who need some support
- people who live in sheltered housing can live independently
- most people who live in sheltered housing are **over 65**



Some younger people with serious health problems live in sheltered housing



Your social worker can tell you more about sheltered housing



You can fill in a form online at [camden.gov.uk](https://www.camden.gov.uk) or you can call the **Sheltered housing team**



their phone number is **020 79 74 44 44**

Renting from a landlord



You can rent from a **private landlord**

The council's **homelessness prevention team** can tell you about this

Buying a home



You may be able to buy a home through **shared ownership**



CLDS can tell you more about this

Supported housing



You may be able to live in a **supported housing scheme**



This is where you live in your own flat or share a house with other people



There will be support workers to help you



Camden learning disabilities service can tell you more about supported living



They could also give you a copy of their DVD, **supported housing – a guide for people with learning disabilities and their family carers**

Shared Lives



Shared Lives is a home based way of providing support



You live with a Shared Lives carer as part of their family



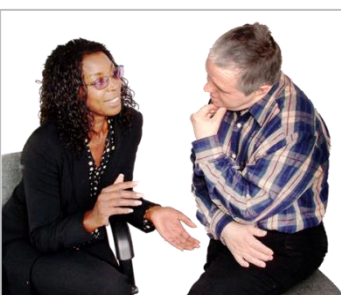
You have your own bedroom but share the rest of the house



Your Shared Lives carer will support you to be more independent

SharedLivesPlus
THE UK NETWORK FOR SHARED LIVES AND HOMESHARE

Shared Lives carers are carefully selected and trained by a Shared Lives scheme



Your social worker can tell you more about Shared Lives

Complaining about a housing service



Please tell us if you are not happy with our service



- you can talk to the person who has been helping you



- you can talk to the person's manager



- you can ask a friend or someone from your family to help you



- we can find an advocate to support you to say what you want



Housing complaints
5 Pancras Square
N1C 4AG

You can write to us at

**Housing complaints team
5 Pancras Square
London N1C 4AG**

You can phone us on



- **020 79 74 58 05**
- **020 79 74 19 72**



If you would like this leaflet in large print, on CD or in another language, please call **020 79 74 55 19**



For help and advice, call **020 79 74 44 44**