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
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
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](http://camden.gov.uk/clds)

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

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
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** 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

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

Your social worker can tell you more about Shared Lives
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
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**