

# Housing Service during Corona Virus Outbreak

The Government has advised all of us to **avoid unnecessary contact** during the coronavirus outbreak. We want to keep our customers and staff safe during this time. We will only be seeing people by appointment.

**Please read the following advice very carefully so that we can help you.**

- **If you are HOMELESS TODAY and have not been in contact with us**, please call **0203 821 1769** for advice about what to do and how we can help.
- **If you need help with a housing problem or are at risk of becoming homeless** (or have been given a notice by your landlord or a court), please call **0203 821 1769**
- **If we are already working with you and you need to speak to your caseworker for any reason**, please call them on the number that they have given you. If they are not available, your call will be forwarded to another officer who will assist you. **Please note that we are likely to be very busy. Unless your query is urgent** (you are due to be evicted in the next 14 days or you have found a new property), **please email your case officer** and only call if you do not hear from them in 3 working days.
- **If you need to submit information**, please use your smartphone to take pictures of the documents that you have been asked to provide. Please **remember to photograph all of the relevant pages/sides of your documents and include your housing application reference on the email subject line**. These can be emailed to:  
  
[HOA@enfield.gov.uk](mailto:HOA@enfield.gov.uk) if you have an application with us because **you are threatened with homelessness or have become homeless**.  
  
[Housing.assessment.team@enfield.gov.uk](mailto:Housing.assessment.team@enfield.gov.uk) if you are **applying to join the housing register**
- **If someone has asked you to come in for an appointment**, please make a note of the persons name and, when you arrive, let the security guard know your name and the name of the person who has asked you to come in.

