



# CHAS BRISTOL

Housing Advice Service

## *Impact Report* 2018-2019



## WHAT WE DO

At CHAS Bristol, we support clients to resolve their housing issues, providing both immediate short-term advice and long term casework. CHAS provides specialist advice on complex housing issues, but just as important is our welcoming and supportive approach. We work with clients for as long as it takes to get their housing issues resolved

In 2018/19, our team helped **290** clients, working on **402** cases, resolving **334** of them.

WE HELPED

**290**  
CLIENTS

WE WORKED ON

**402**  
CASES

WE RESOLVED

**334**  
CASES

## WHAT PROBLEMS DO OUR CLIENTS FACE?

People come to our service with a variety of housing-related problems, often compounded by other issues. Some of the most common problems we see include clients being immediately threatened with homelessness, needing to be rehoused due to overcrowding or disrepair and having legal, deposit or tenancy issues with landlords.

**49%**

SEEKING REHOUSING

**33%**

THREATENED WITH  
HOMELESSNESS

**22%**

LANDLORD AND  
TENANT ISSUES

**16%**

POOR HOUSING  
CONDITIONS

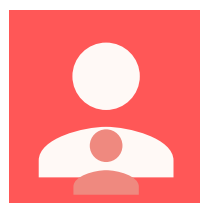
## WHO ARE OUR CLIENTS?

FEMALE

65% Identify as female



40% Have a mental health issue



46% Have dependent children



27% Have a physical health issue



41% Black, Asian Or minority ethnic

## SAIFUL'S STORY

When Saiful first came to CHAS he and his wife were sleeping in the living room of their one bed property, to ensure their daughter had somewhere to study. In addition to overcrowding, they were experiencing harassment from Saiful's ex-employer following a tribunal case.

As a result of CHAS's support and advocacy, the family have recently been rehoused. They now have a safe, spacious, comfortable home; and their daughter is thriving at college.



*"You have done something amazing for us. Thank you, thank you"*

## THOMAS' STORY



*"I don't know how to give thanks for everything you've done for me"*

When Thomas came to CHAS for advice he was facing imminent homelessness due to rent arrears. His zero hours job meant he did not have a steady income and his lodgers were forced to leave during possession proceedings. This reduced his income further and made him liable for bedroom tax on his two empty rooms.

We worked with Thomas to suspend the possession warrant, gain an emergency charity grant for that month's rent, secure a long term debt repayment plan and find new lodgers. Thomas still lives in his home, and is now securely in control of his finances.

## OUR OUTCOMES



Our advice worker Harriet visiting a client in his new home

Of the 335 cases closed last year, **94% had a positive outcome**. We achieve this by acting early, offering expert advice and empowering clients.

We supported **18%** of our clients to be rehoused or have their homelessness prevented, resulting in **22 families moving** to a long term home. We supported a further **22%** of our clients to **improve their housing conditions**. To address the financial pressures facing clients we raised **£42,603** over the year for clients, including lodger income, Housing Benefit and emergency grants.

### A PARTNERSHIP APPROACH

We **maximise our impact by engaging with local partners** of all shapes and sizes. From large scale partnerships with Shelter Bristol aimed at improving private rental standards, to drop ins at local coffee mornings as part of our community engagement activities.

We believe that **joint-working, outreach and improved community resilience** will ensure we get upstream and **prevent homelessness before it happens**.

"CHAS have done a wonderful, wonderful job of helping me and my family... They have a place deep in my heart and I will always be grateful to them"

94%

OF CASES HAD A POSITIVE OUTCOME

£

£42,603 RAISED FOR CLIENTS

22

FAMILIES REHOUSED

51

CASES FUNDED THROUGH PARTNERSHIPS

THANK YOU TO ALL OUR FUNDERS WHO MAKE THIS WORK POSSIBLE!



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