

HOW YOU CAN SUPPORT CHAC

- **FUNDRAISING**

Fundraising is an essential part of our charity gaining funds to help us provide support in the Canterbury area. You can fundraise yourself or join us at one of our events!

- **VOLUNTEERS**

We welcome volunteers to help us with all aspects of our charity, from admin to event organising to providing advice!

- **DONATE**

We urgently need donations to help us meet the growing need for housing advice in the local area. You can easily donate online at www.chac.co.uk



For more information about CHAC, and how you can donate, please visit our website www.chac.co.uk or contact: chair@chac.co.uk

Follow us on Facebook and Twitter
[@CanterburyCHAC](https://www.facebook.com/CanterburyCHAC)

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HOUSING PROBLEMS?

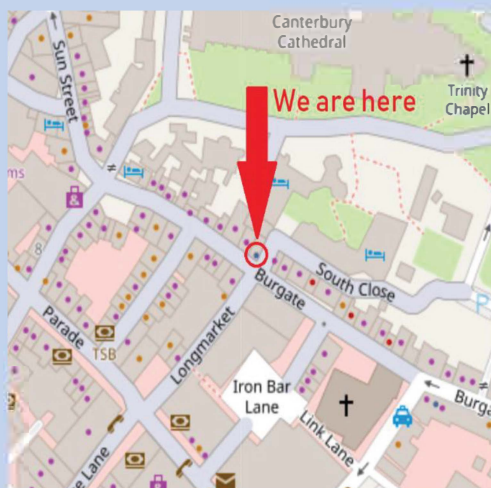
Struggling to pay rent or mortgage?

Facing eviction?

Threatened with homelessness?

Difficulties with housing benefits?

Call us on 01227 762605



Or visit our Canterbury office between 10am and 2pm
Monday to Friday at:

2nd Floor, 24 Burgate, Canterbury, Kent CT1 2HA

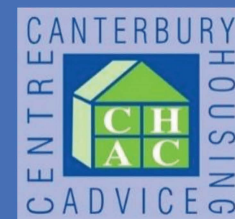
We also have weekly Thursday drop-in sessions in

Herne Bay (10am – 12pm) and Whitstable (1pm – 3pm)

Herne Bay
Citizens Advice
185-187 High Street
Herne Bay CT6 5AF

Whitstable
Umbrella Centre
10 Oxford Street
Whitstable CT5 1DD

www.chac.co.uk



Canterbury Housing
Advice Centre

PREVENTING HOMELESSNESS
SINCE 1991

FREE

CONFIDENTIAL

HOUSING ADVICE



www.chac.co.uk

ABOUT

CHAC is a registered charity with the objective of relieving poverty and preventing homelessness in the Canterbury District. We provide a free, confidential, independent and impartial advice service on a wide range of housing issues and problems including:

- Homelessness
- Accessing accommodation in the public private and voluntary sectors
- Repossession
- Landlord & tenant problems
- Housing benefit issues

We also assist those who become (or are about to become) homeless to access alternative accommodation.

HOW WE ARE FUNDED

CHAC is funded through a combination of charitable donations, grants and service contracts. This funding is not guaranteed and does not always meet the full annual cost of running the centre, so help with fundraising is always appreciated.

CHAC is a member of Advice UK, and a London Legal Support Trust Centre of Excellence.



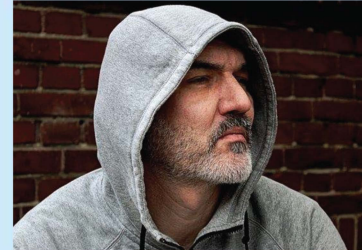
Reg Charity No: 1006386. Reg Company No: 2642776

CHAC HELPS OVER 2,000 PEOPLE EACH YEAR

Here are some of their stories

Anthony's Story

Whilst undertaking outreach in Herne Bay we met Anthony, aged 30, who was homeless due to relationship breakdown. Anthony was avoiding rough sleeping by sofa surfing with friends but was rapidly running out of places to stay. He was not in priority need, so Canterbury City Council did not have a duty to house him. We referred Anthony to Canterbury Local Link, a local accommodation project. He was interviewed and accepted and moved into a room in a shared house with them in Herne Bay six days later.



97.4% of our clients are satisfied with our service.

Anne and Steve's Story

Anne and Steve, a retired couple, were notified by Canterbury City Council in 2015/16 that they had been overpaid housing benefit by just over £3000 and that they had to pay it back. CHAC helped them to appeal that they should not repay around £2,900 of this because they had not realised, they had been overpaid. Canterbury City Council rejected their appeal, so we helped them to appeal to the First Tier Tribunal, which they won with the



Tribunal ruling that £2938 of their housing benefit overpayment was not recoverable.

In 2020/21 financial gains for service users were £366,175 and financial gains for Canterbury City Council were £237,840

The Johnston Family's Story

Mr & Mrs Johnston, who have two young children, were renting a three-bedroom flat on an assured shorthold tenancy for £750 a month. Mr Johnston worked full time and Mrs Johnston was a full-time mother. Their landlady wanted to increase the rent which they couldn't afford, and they could not find alternative accommodation. Their landlady applied to court to evict them, and the law is such that the court had no option but to evict them and to order them to pay their landlady's legal costs of over £400. CHAC helped Mr and Mrs Johnston make a successful homelessness application to the Council who housed them temporarily in one of the Council's hostels. After this the Council moved them to permanent accommodation in Canterbury where Mr Johnston worked and his children went to school.



IF YOU ARE FACING EVICTION OR ARE STRUGGLING WITH ANY OTHER HOUSING ISSUES CALL US ON 01227 762605