

**[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)**

**Free, Confidential, Independent & Impartial advice**

**Advice Quality Standard (with casework) welfare benefits, debt and housing. Advice Quality Standard telephone services. OISC level 1. FCA authorised & regulated.**

**Lexcel, London Legal Support Trust Centre of Excellence**

**Team of carefully selected, fully trained and supported volunteers working with paid staff**



**Sutton**

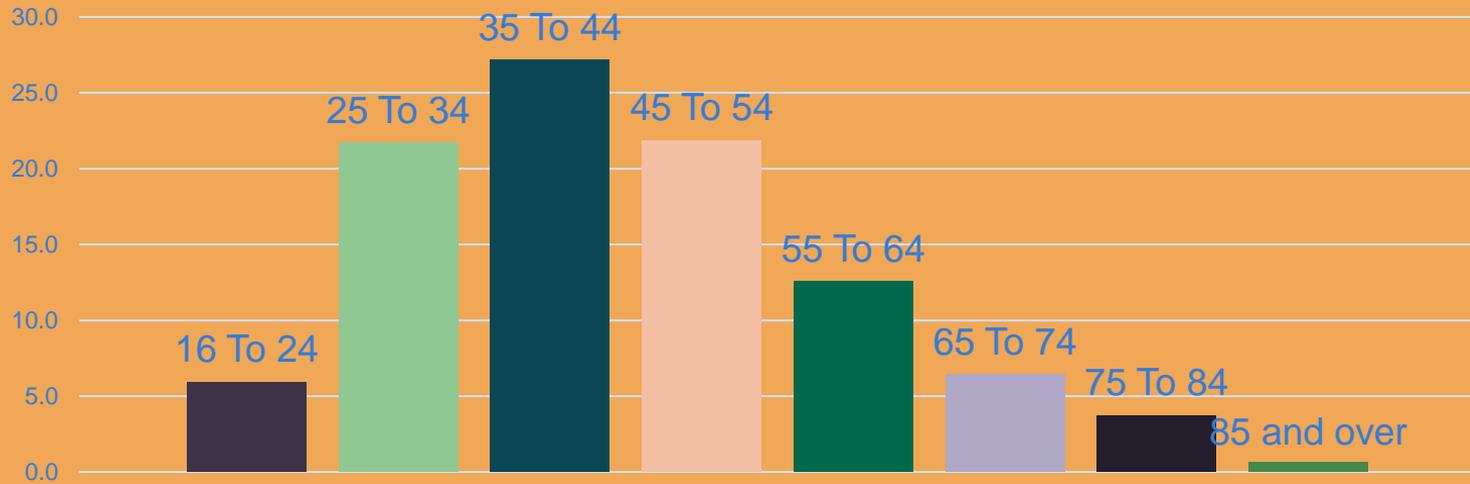
**020 8405 3553**

**Steve Triner**  
CEO

# Increasing demand for housing advice



## Housing clients by age



Average age housing clients 44.8

Average age all clients 48.2

# Main housing issues

**Rents and other charges**

**Private Landlord Possession Action**

**Homelessness**

**Repairs and maintenance**

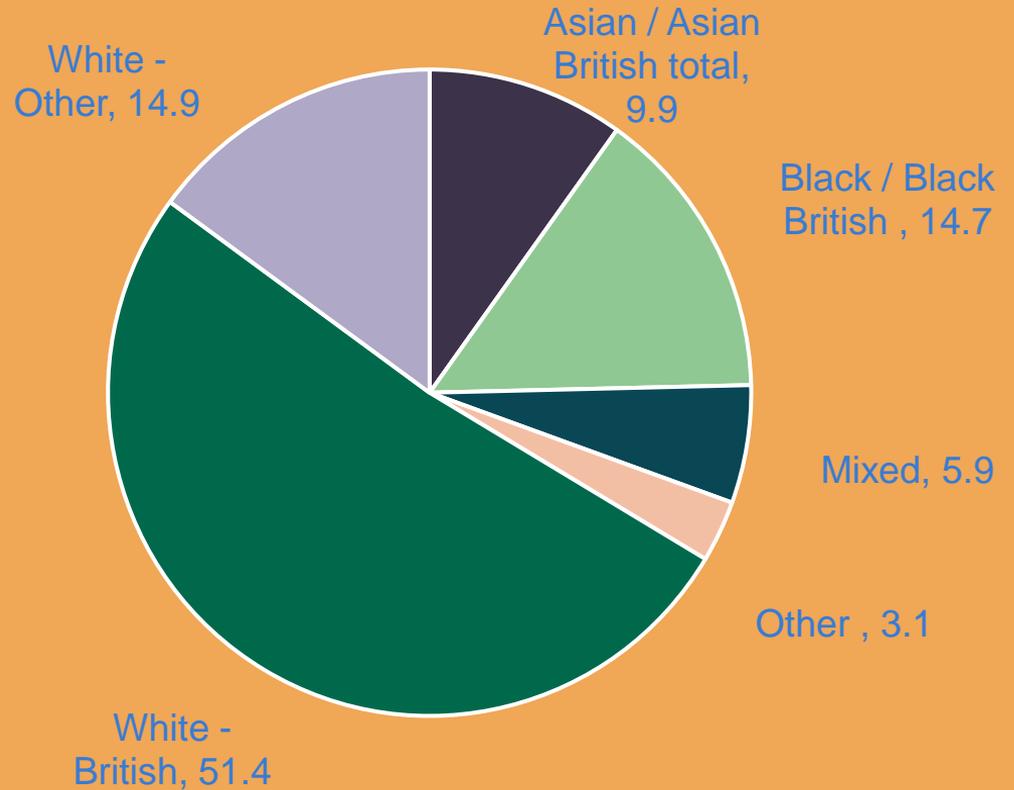
**Allocations, transfers**

# Profile of Citizens Advice Sutton housing clients

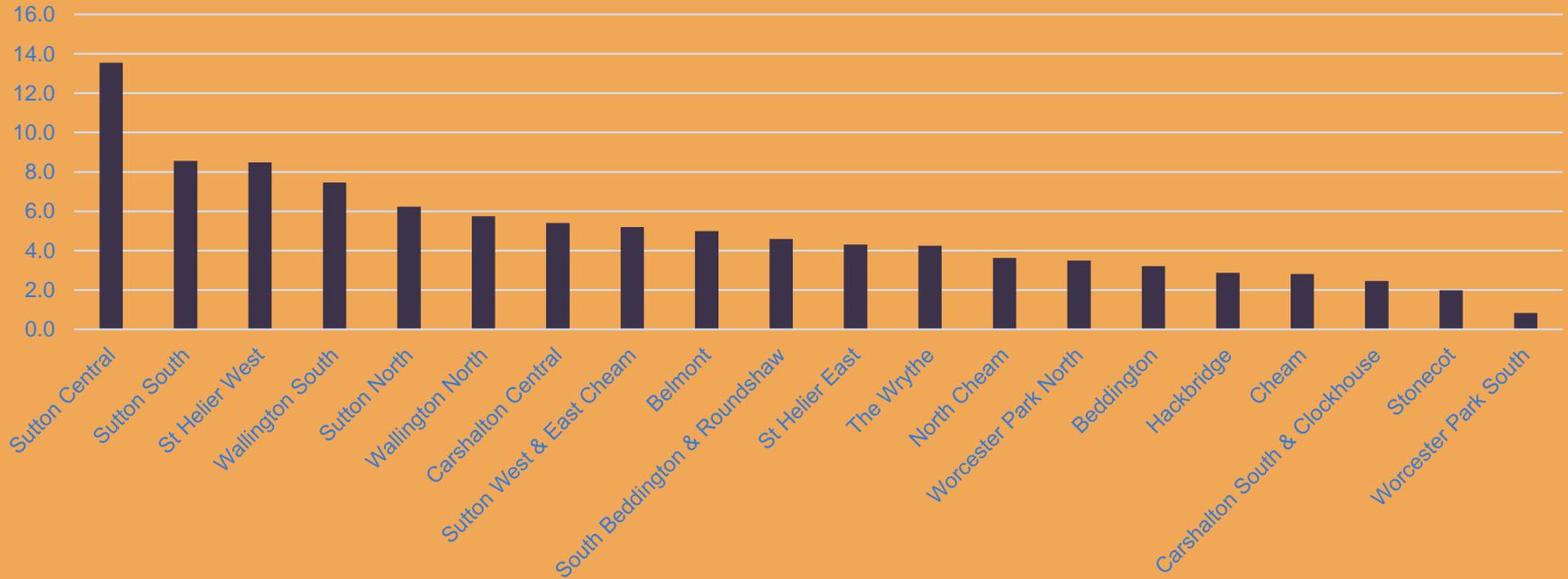
**Female 68% (63% all CAS clients)**

**Male 32% (37% all CAS clients)**

**Ethnicity of housing clients very similar to all CAS clients.**



## Housing clients by ward (%)



**Citizens Advice Sutton**  
***Legal Aid* Housing Advice**

**Defending possession proceedings brought by a landlord**

**Challenging local authority decisions about homelessness applications**

**Repairs to rented accommodation where there is a serious risk of harm.**

**NB Legal Aid is *means tested***

# **Citizens Advice Sutton**

## ***General Housing Advice***

**Section 21 Notices**

**Income Maximisation for housing costs**

**Disrepair**

**Allocations and transfers etc**

# Citizens Advice Sutton Housing Outcomes

**Avoidance / delay in eviction**

**Elimination / Reduction in rent arrears**

**Transfer/ provision of accommodation**

**Advice on homelessness applications**

# Demand for Housing Advice

**November '22 to October '23**

**2,761 enquiries from 1,488 named residents (+671 anon. housing contacts). Housing now 17.4% of enquiries.**

**2018/19**

**'Only' 1,559 enquiries from 1,063 named residents (+406 anon. contacts). Housing was 14.1 % of enquiries.**

# Citizens Advice Sutton

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

*Phone 020 8405 3552*

**Monday – Friday, 9.00 am – 5.00 pm**

*Drop in*

**Sutton Civic Offices, St Nicholas Way, SM1 1EA**

**Monday – Friday, 10.00 am – 3.00 pm**

**citizens  
advice**

**Sutton**

Steve Triner  
CEO