

## Case studies

### Lucy

In 2018 Lucy lived with her Mum but was asked to leave. She found alternative accommodation in the private rented sector. Lucy is a single parent with two children affected by a LHA shortfall. Lucy was waiting for her son to turn 10 which would have entitled her to receive the 3 bedroom LHA. In the meantime, Lucy was signposted to the local advice centre to receive support around managing her debts and she was also referred to Better Housing Better Health for support with reducing her utility bills. Lucy was awarded a DHP for the shortfall in rent. Lucy applied for a further DHP in 2020 when she sadly lost her job due to Covid-19, resulting in her being affected by the benefit cap. Lucy was advised and encouraged to look for alternative work so the benefit cap would be lifted. Lucy was referred to National Careers Service for free advice in job applications and CV tailoring and shortly after Lucy found work and was no longer affected by the benefit cap.

### Rohan

Rohan a single father of 2 first applied for a DHP in 2020 as there was a short fall between his LHA and his rental liability, Rohan was a Home Choice tenant. We awarded a DHP with conditions to prepare and look for work, in July 2020 he decided he would like to have a career in care and secured a job meaning his DHP ended. In January 2021 Rohan contacted us again as he had a means tested shortfall which would have been affordable if it wasn't due to the upfront cost of childcare. It was agreed that a DHP would be paid so the customer could sustain work and could cover the full shortfall until April when Rohan could increase working hours and afford his rent himself.

### Amy

Amy is affected by the under occupancy rate (bedroom tax) and had a DHP in payment from 2016, she did not engage with us to downsize therefore when we reviewed the conditions she told us she wanted to engage with support being offered by our partners who identified that her welfare benefit entitlement was incorrect. Amy engaged with support services and is now receiving the correct welfare benefits and as such is exempt from the under occupancy rate (bedroom tax) and therefore able to sustain her tenancy.

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