

# Housing Rights

## Our Impact 2021-2022

### Clare's story

when everyone has a **home**

**Clare contacted us when she was weeks away from eviction after falling into mortgage arrears on a home that was no longer affordable.**

Clare lived in her own home with her three teenage children. Clare had been through a terrible time. Her husband had died, and her son had recently taken his own life. These tragedies had left Clare unable to work, and she couldn't pay her mortgage. When Clare contacted us she knew her home was no longer affordable and with over £10,000 of mortgage arrears, she faced eviction.

Clare told us she had agreed to a private sale of her house, but the purchaser needed time to get their finances in order. There was no chance the sale would complete before the eviction date.

On Clare's behalf, we negotiated with the lender's solicitor to reach an agreement which allowed Clare the time to complete the sale on her home. With the threat of eviction removed, Clare could find a new home which better met the needs of her family.



## Supporting the public

### 9 out of 10 clients using our helpline:

Were **better informed** to make appropriate housing choices



Had an improved **sense of wellbeing**



Reported their housing circumstances have **improved**



*Housing Rights continued to support people with housing problems and homelessness in 2021-2022.*

### How we helped:

**1027**

households were **prevented** from homelessness



**1846**

landlords were **provided** with advice



**12,825**

people given **advice, advocacy** and representation



**1,065,550**

**page views** of our online housing advice



# Supporting frontline practitioners'

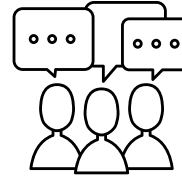
*"The course was excellent and has really helped me offer better help and advice to my clients"  
- training participant*

**78** practitioners  
attended our **practitioners forum**

Almost  
**1000**  
practitioners  
attended our **training**

**96%**  
practitioners felt  
**better equipped** to  
provide housing advice  
to their clients

**1996**   
practitioners supported  
via our **helpline**



**100%**  
of training attendees felt  
they had **improved** their  
**housing skills and knowledge**

We re-established a **full housing training service** offering both in-person and remote training. This has made our training more **accessible**, meeting the needs of frontline practitioners across Northern Ireland.



Over the year we acted upon opportunities to influence changes to policy and legislation, which will positively impact people living in poor or inadequate housing.

20

positive changes to legislation, policy or practice

22

policy recommendations acted upon

## Renters' Voice!

Renters' Voice, supported by Housing Rights, is for private renters in Northern Ireland who want to make renting better for everyone. With their 'Notice to Quit' campaign they used tenant stories to lobby for extended notice to quit. They built on this campaign and advocated for additional changes which directly influenced the Private Tenancies Act 2022.

### We influenced:

- the extension of the Welfare Reform Mitigation Package, providing greater protection from the tax and benefit cap.
- the expansion of the use of Discretionary Housing Payments, providing further help with housing costs for the private rented sector.
- the Private Tenancies Act 2022, improving security of tenure and health and safety of homes.

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I thank Housing Rights, Renters' Voice and the other groups and housing professionals who informed the debate throughout the legislative process. They fed in the views and voices of those with lived experience and, throughout the process, emphasised the imperative need for this housing sector to provide the long-awaited reforms required.

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**Ciara Ferguson, MLA**