



Housing Options Services

Support for Ex-Forces and Veterans



Our Commitment to you

Our district has a proud military heritage, and we deeply value the contributions of our Armed Forces community.

We recognise the unique challenges faced by service personnel and their families, and we are committed to ensuring fair access to housing and support.

In 2014, Lancaster City Council and partners signed the Armed Forces Covenant, confirming our commitment to fair treatment for the Armed Forces community.

We work closely with partners including the [The Lancashire Armed Forces Covenant Hub](#)



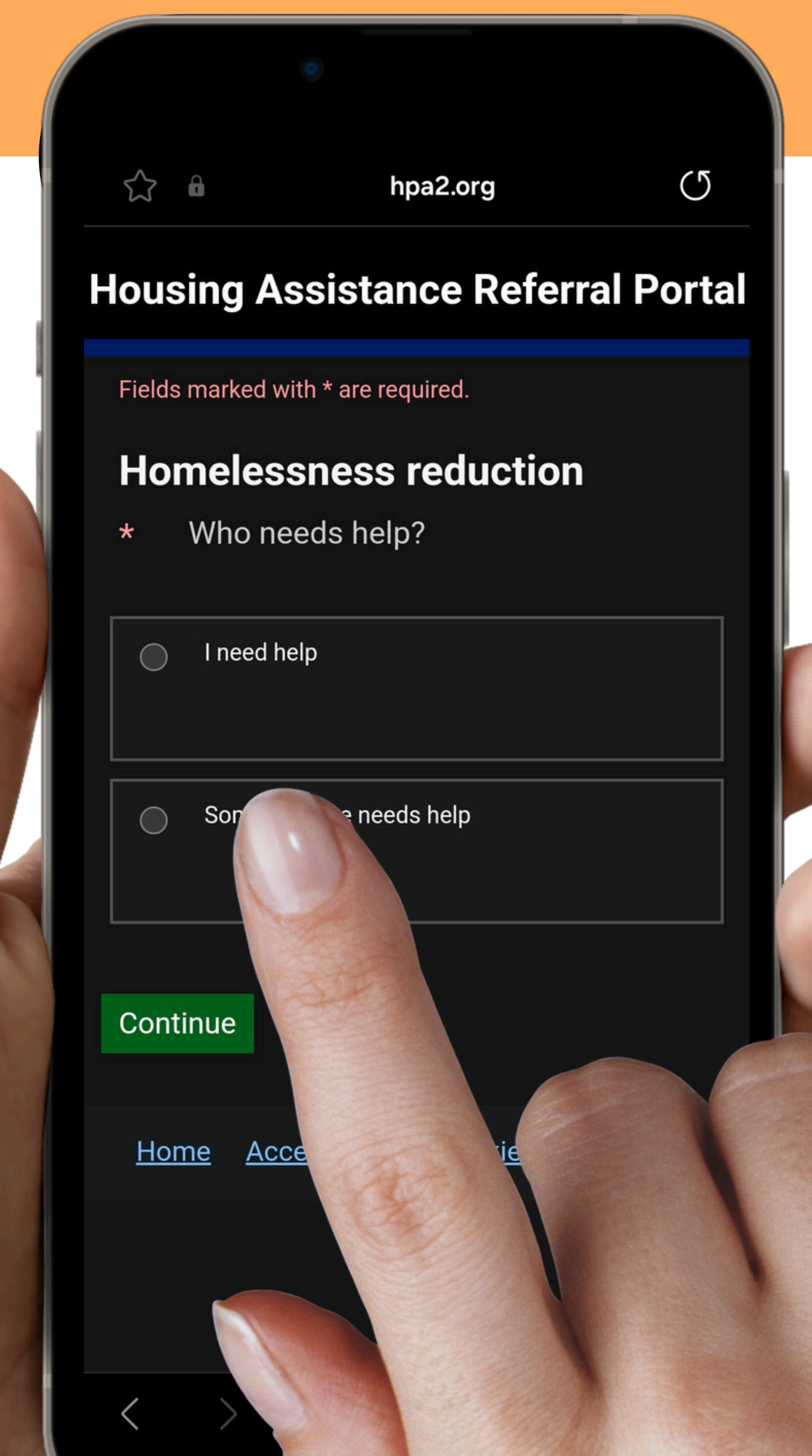
PROUDLY
SUPPORTING
THOSE WHO
SERVE.

Homeless Prevention

If you do not have a recent homeless application and you are threatened with homelessness within 56 days, please complete our [online application form](#) with as much information as possible to ensure we can deal with your situation promptly.

You may also be required to provide documents to support your application.

To ensure your case is dealt with swiftly please ensure you upload these documents as soon as you receive the email and link.



Planning for discharge

You can register for social housing at [Ideal Choice Homes](#) by completing an application form and uploading the requested supporting information.

Our housing allocation policy does not require a local connection for Armed forces personnel and veterans.

This includes:

- Those currently or previously serving in the Regular Armed Forces
- Bereaved spouses or civil partners needing to leave Services Family Accommodation
- Individuals leaving Services family
- Accommodation due to relationship breakdown
- Reserve Forces members with service-related injuries or illnesses
- Adult children of service personnel affected by frequent relocations.

This exemption reflects our commitment to the Armed Forces Covenant and ensures fair access to housing.

If you expect to be homeless upon leaving the Armed Forces, contact us early.

Without a discharge letter or confirmation of your discharge date and no other accommodation options, we will treat your discharge date as the date you become homeless.

If you don't contact us before discharge, you may need to remain in your accommodation until Defence Estates issue a Notice to Vacate. This notice can support your homeless application.





Help if you are homeless or at risk

You can make a homeless application to us.

We will assess:

- Whether you meet automatic priority need criteria (for example, dependent children)
- Whether you are vulnerable due to disability, mental health, addiction or service-related issues

And we will consider:

- Length and nature of your service
- Time spent in a military hospital
- Medical discharge (with Medical History Release Form)
- History of maintaining accommodation
- Time since leaving the service



Support Services

Local Services

Healthier Heroes CIC

Armed Forces Veterans and Families Community Hub (Saxton Centre) in Morecambe; supported housing in Burnley, East Lancashire

Westfield War Memorial Village Lancaster

Affordable rented accommodation for veterans and those currently in service

Lancaster & District Homeless Action Service

Practical support, advice and assistance to homeless people including rough sleepers

Positive Futures

Supports people experiencing mental health issues including a crisis cafe, wellbeing courses, support and advice as an alternative to A&E.

SSAFA - Lancashire

Emotional and practical support. They also operate Forcesline – a free and confidential telephone helpline

Armed Forces Community HQ - Homes at Ease

Housing advice and support across Lancashire

Support Services

National Organisations

Veterans' Gateway

This helpline can provide information and referral support by telephone: 0808 802 1212

Op FORTITUDE

Support for veterans at risk of or experiencing homelessness into supported housing or to keep them in their current home. Freephone: 0800 952 0774

Royal British Legion

Housing guidance for veterans and members of the Armed Forces community whose accommodation lacks essentials or is impractical given mobility or medical needs, or facing homelessness.

Troopr

Directory of 'Forces-Friendly' organisations and opportunities targeted at veterans, military people and their families.

Haig Housing Trust

Affordable housing for veterans

RAF Benevolent Fund

Financial support for RAF personnel and families

Army Families Federation

Confidential, independent housing advice to army families

Naval Families Federation

Support for Royal Navy and Royal Marines and their families

Support Services

RAF Families Federation

Practical support to current members of the Royal Air Force and their families.

Royal Navy and Royal Marines Charity

Lifelong support for sailors, marines and their families.

COBSEO

Directory of services for veterans

Seafarers' Advice & information Line (SAIL)

Free housing advice and support for anyone who has worked at sea.

Telephone: 0800 160 1842

Veterans Aid

Immediate help to vulnerable veterans with finding hostel accommodation.

Shelter Free Helpline

Housing advice for anyone at risk of who are homelessness or at risk of abuse or harm at home. Telephone: 0808 800 4444



Contact Us

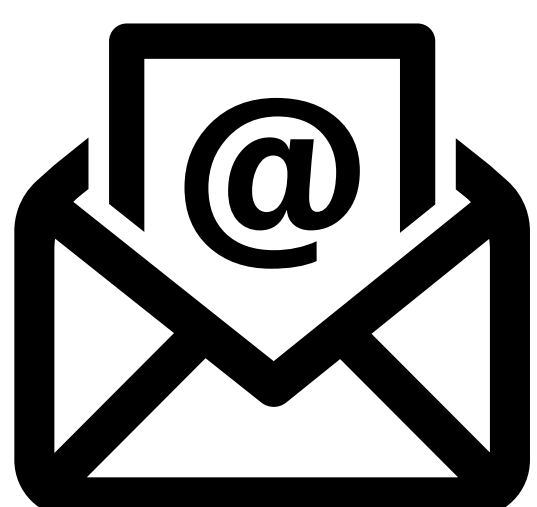
For further information or to make a homeless application:



Complete our [online application form](#)



Call Customer Services on 01524 582257



Email homelessteam@lancaster.gov.uk



For emergencies only call the out of hours number on 01524 67099