**University of Hull-Housing Clinic Client Questionaire**

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|   | The University of Hull is working with a national law firm, ‘Lawstop’, which is able to offer a 30 minute free telephone consultation on Zoom with a Lawstop qualified lawyer to assess your housing issue, and to see if you may be eligible for legal aid. Further information and a legal aid assessment may take place during the 30 minute free consultation. We will email you an appointment with the Housing Law Clinic within 7 days of you emailing the completed questionnaire (below) back to us.University of Hull Law students will be present during the Zoom call, however will not take part in the interview. This is important learning experience for them, and by completing the information below, you are also confirming that you agree to this. Please be assured that the meeting is entirely confidential.In exceptional circumstances e.g. you do not have access to a telephone, or you are unable to complete the form below, our students may be able to offer assistance with this in person. If you need assistance please email lac@hull.ac.uk, or call 01482 466655.Your query is being dealt with by Lawstop, and any queries following your free 30 minute consultation should be addressed to Lawstop. The University of Hull refers housing related enquiries to Lawstop, and any responsiblty for the advice and service received is with Lawstop. The University of Hull does not receive any financial benefit from referring clients. Please note that there may be other providers who are able to offer legal aid for housing matters on behalf of people living in the Hull and East Riding.In order to submit your legal query to Lawstop, you will provide us with information about yourself which may constitute sensitive personal data for the purposes of the General Data Protection Regulations. We will use this data to allocate your query to a Lawstop lawyer or to our own legal advice clinic, to contact you and for our own internal administrative purposes. We need to transfer your data to our student volunteers. Do you agree that your Personal Data can be used in this way? Please put a cross in the relevant box. YES [ ]  NO [ ] Please note: we can only advise you if your answer is ‘YES’. If you answer ‘NO’, please email us to let us know and don’t fill in the rest of the form. |

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| **How the Housing Law Clinic works** |
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| * We will call you from a Zoom meeting room on the day of the clinic, but it will be a normal audio phone call and not a video call. You do not need to install Zoom to take part.
* Please make a note of the date and time in your diary, as it is unlikely that we would be able to allocate you to a future clinic if you are unavailable when we call. If you realise that you can no longer take part, or if the issue is resolved, please let us know as soon as possible by calling 01482 466655, or emailing lac@hull.ac.uk . If you give us this prior notice, then we will do our best to allocate you to a future clinic if you require it.
* Your clinic conversation will be with a Lawstop lawyer. There will also be students on the line listening to the advice given at the clinic as part of their clinical legal education.
* Please note that the clinic offers up to 30 minutes of free advice over the phone. It does not provide written advice. Spaces are limited to one session per client. However, after the clinic, you may receive a call or email from Lawstop. When they contact you, Lawstop will ask whether you would like further assistance on this matter and will ask questions to help establish whether you are eligible for legal aid. If you would prefer not to hear from Lawstop after the clinic, please click this this box to put a cross in it: [ ]
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| **General Information** |
| **Contact Information?** |  |
| **Your details(if you are contacting us about someone else):** |  |
| First name |  |
| Last name |  |
| Address |  |
| Telephone number |  |
| Email address |  |
| **Client details if different:** |  |
| First name |  |
| Last name |  |
| Address |  |
| Telephone number |  |
| Email address |  |
| **What relation is the proposed client to you?** **e.g. are you an advocate or support worker?**  |  |
| **Who is the other person/organisation causing the issue? e.g. Landlord (we will treat these details in strict confidence and never contact them without your permission)** |  |
| First name |  |
| Last name |  |
| Address |  |

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| **Existing / previous solicitor details** |
| **Have you already have a solicitor representing you?**  |  |
| **Which firm and solicitor?** |  |
| **Is the solicitor still involved in your issue?** Please note: we can’t take on clients who are already being advised by a solicitor on the same matter. If this is the case, please please email us to let us know and don’t fill in the rest of the form.  |  |

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| **Scope** |
| **What is your issue about?**  | [ ]  Homelessness[ ]  Allocation of housing (if homeless/threatened with homelessness)[ ]  Accommodation to Asylum Seekers[ ]  Repossession of a rented home[ ]  Lawful/unlawful evictions from the home[ ]  Anti-Social Behaviour Injunctions[ ]  Commital Proceedings in County Court[ ]  Disrepair to your property (only if serious risk of harm to your health or others living in the property)[ ]  Judicial Review – homelessness (you wish to challenge a decision made about your case by a public body e.g. local authority housing office and this has led to you becoming homeless)[ ]  Other: please state below: |
| **Please give us some further details about the issue:** |  |
| **What are you seeking to achieve?**  |  |
| **Is there a decision or court order which you wish to challenge/failure you wish to put right?** |  |
| **If there is a decision or court order you wish to challenge, when was this made?** **Is there a letter stating the decision, or court order?** (Note: this is important information for us to know)**If it’s an on-going failure to do something, how long has it been going on for?** |  |
| **Who made the decision? (e.g. Council, landlord, other)** |  |
| **Why do you disagree with the decision or court order that has been made?** |  |
| **Have you taken any other steps to resolve this issue yourself?** |  |
| **Do you have any substantial physical or mental health issues? If so give details.** |  |
| **What other (non-legal) professionals e.g. social worker, charitable organisation are involved in the case?** |  |
| **Where do you currently live/where are you staying? Who else is affected by the decision or court order?** Include details of any other family members living with you, their ages (if under 18) and anything else that might be relevant e.g. do they suffer with any health problems? |  |

**Please attach this form to an email and send it to:**

**lac@hull.ac.uk****.**