



# Housing advice and support for those leaving the Armed Forces

for the South Oxfordshire and  
Vale of White Horse Districts



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If you are leaving the armed forces or if you are a former member, you may be entitled to extra help if you become homeless.

### **Key advice**

- The Joint Service Housing Advice Office (JSHAO) provides help with the transition from forces to civilian life
- The Veterans Housing Advice service (VHA) provides ways for ex-service personnel to secure permanent accommodation
- Apply to join the council's housing register
- Search for private rented accommodation with financial assistance from the MOD Tenancy Deposit Loan Scheme

### **Homelessness after leaving the Armed Forces**

You may qualify for housing assistance if you are homeless or at risk of homelessness. However, you may be considered 'intentionally homeless' if you have been discharged on disciplinary grounds.

Contact our housing needs team on 01235 422452 to find out more. Please provide all relevant documents requested by our housing officer. These could include:

- Copies of all notices to vacate service accommodation
- Full details of any lump sum payments that you are due to receive upon leaving
- ID for all family members and proof of child benefit
- Immigration status proof for all family members.

### **The Armed Forces Covenant**

The Armed Forces covenant is a promise from the nation that those who serve or have served and their families will be treated fairly. Search for Armed Forces Covenant at [www.gov.uk](http://www.gov.uk) for more info.



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## **Our contact details**

South and Vale Housing Team 01235 422452

[housing@southandvale.gov.uk](mailto:housing@southandvale.gov.uk)

## **Online assistance**

You can receive online housing assistance, tailored to your circumstances, by completing our self-help housing options tool:

Vale of White Horse District Council:

<http://www.whitehorsehomechoice.org.uk/>

South Oxfordshire District Council:

<https://www.southoxfordshirehomechoice.org.uk/>

You may also be asked to complete the online assessment to help our team ensure you receive the best housing advice available.

**Our service promise** – all emails will receive a response within one working day

South Oxfordshire and Vale of White Horse District Councils  
135 Eastern Avenue, Milton Park, Abingdon, OX14 4SB

Our office hours are 8.30am to 5pm Monday to Thursday and 8.30am to 4.30pm on a Friday





## Useful contacts

Joint Service Housing Advice Office (JSHAO)  
Floor 1 Zone 1, Montgomery House, Queen's Avenue, Aldershot  
Hampshire, GU11 2JN  
Advice line: 01252 787574  
Email: [AWS-JSHAO-Mailbox@mod.uk](mailto:AWS-JSHAO-Mailbox@mod.uk)  
Website: [www.gov.uk](http://www.gov.uk)

Veterans Housing Advice Service (VHA)  
[www.veteranshousingadvice.org.uk](http://www.veteranshousingadvice.org.uk) or call 0808 801 0880

Charity organisations that assist with financial, practical and emotional support

SSAFA: [www.ssafa.org.uk](http://www.ssafa.org.uk)  
Help for Heroes: [www.helpforheroes.org.uk](http://www.helpforheroes.org.uk)  
Royal British Legion: [www.britishlegion.org.uk](http://www.britishlegion.org.uk)



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