

Temporary Accommodation

**Who is able to get help
with temporary accommodation?**

What sort of accommodation will it be?

**Do I have to pay for
temporary accommodation?**

What happens to my belongings?

**How long am I likely to stay
in temporary accommodation?**



Housing Advice Leaflet 5



Who is able to get help with temporary accommodation?

If you have made a homeless application to the Council and do not have anywhere to stay, however short-term, the Council might provide you with temporary housing while it investigates your application.

What sort of accommodation will it be?

In an emergency, the accommodation is likely to be bed & breakfast in a hotel where you share facilities with other residents. There is very limited accommodation of this type in the area and it is possible you will be offered accommodation outside the district e.g. in Norwich.

If you have children, then the Council will try to move you as soon as possible into other housing. This might be to one of the Council's own hostels (some with shared facilities), a property the Council leases from a private landlord or a temporary tenancy with a housing association.

If you have suffered domestic violence, the Council will try to help you get accommodation in one of the Women's Refuges in the area. This will help ensure your safety while the Council looks at your application.

What support can I get?

If you are in bed and breakfast we will aim to visit you every 4-6 weeks. If you are in a leased property we will come to see you every 3 months. At the visit you can tell us about any changes in your circumstances or raise any concerns you have about where you are living.

If you are given accommodation in one of the Council's hostels, you will be given the name of the Council Officer responsible for providing support to hostel residents.

Do I have to pay for temporary accommodation?

Yes. None of this accommodation is free. You will be expected to pay a weekly charge. If you are on a low income you will need to claim Housing Benefit. Even if Housing Benefit covers most of the charge you will still be liable for some charges. If you do not make sure the weekly charge is paid in full you can be evicted from your temporary housing. This may result in the Council finding you intentionally homeless. If this happens the Council will not have any obligation to house you and you will have to find your own place to live.

What about my belongings?

If you are homeless you will need to make arrangements to store your furniture and personal belongings. You can arrange storage with a private storage company at your own expense or perhaps friends or relatives will be able to help you.

If you cannot make your own arrangements the Council can assist you. The Council will arrange a storage company to put your belongings into storage. They will contact you direct to arrange collection. You may have to pay a contribution towards the cost of the removal and the weekly storage charge.

You **will** have to pay a charge when the stored items are delivered to your new address. You will be told how much this charge will be and you should be happy you can afford it before agreeing to have your belongings stored. You will pay this charge direct to the storage company.

If you leave the temporary accommodation you must make arrangements for collection of your belongings. Otherwise we can dispose of your belongings after we give you 28 days notice that we intend to do so.

I have got pets, what should I do?

If you are offered temporary accommodation you cannot take dogs, cats or most other pets with you. You need to make your own arrangements to re-home your pets temporarily either with family or friends or place them in a boarding kennels or cattery.

How long am I likely to stay in temporary accommodation?

This depends on the outcome of your homeless application. If the Council decides it does not have a duty to house you, you will be given a short period to find somewhere else to stay but you will then have to leave. If the Council does have a duty to house you, you will stay in temporary accommodation until you are offered somewhere long-term to live. This can involve a very long wait (usually several months) because of the shortage of housing in the district.

Contact details

You can contact the Housing Advice Team on 01508 533614, or visit the Council Office at Swan Lane, Long Stratton, Monday to Friday (excluding Bank Holidays) between:

- 8:45am and 5:00pm Monday to Wednesday
- 9:30am to 5:00pm Thursday
- 8:45am to 4:15pm Friday

Email: housingadvice@s-norfolk.gov.uk



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