

Temporary accommodation

Information for residents



Introduction

The Temporary Accommodation Team provides accommodation under Part VII of the Housing Act 1996 s.188 or s.193.

Slough Borough Council owns and manages a limited number of units for this purpose. We have some accommodation that is specifically adapted for those with a physical disability. Once these units are full we will work with providers to acquire properties or a place in a guest house or bed and breakfast.

If we are unable to find accommodation in Slough we work with providers in neighbouring areas to place households.

You will initially be provided accommodation under a licence agreement. This means you will not have any security of tenure and we will only need to provide you with 'reasonable' notice if we require you to leave the property.

The accommodation we offer you will be clean, safe and meet a lettable standard.

The accommodation will be furnished with beds and some storage. Our self-contained accommodation will include a fridge and cooking facilities.

We do not supply bedding or kitchen utensils.

The shared areas will be cleaned for you.

We will provide 24 hour management contact details and a contact number to report repairs (*see page 7*).

We will provide you with details of how to make a complaint if you are not happy with your temporary accommodation.

If you refuse a reasonable offer of accommodation we will discharge our duty and you will need to make your own accommodation arrangements whilst your homelessness is being investigated.

If a household is placed in guest house or bed and breakfast accommodation we will endeavour to move them to more suitable accommodation within six weeks.

Your stay in temporary accommodation

We will endeavour to complete our homeless investigations within 33 days and notify you of our decision and whether a full housing duty is owed to you.

If you are owed the full duty we will send you a letter to notify you of our decision and review the accommodation to ensure that it is suitable and reasonable for you to occupy as you may have a long wait for permanent housing.

If you refuse the accommodation offered we will discharge our duty and ask you to leave.

If we write to you to advise that the council does not owe you a full homelessness duty because you are not eligible, not in a priority need category or because you became homeless intentionally, no continuing temporary accommodation duty will be owed. We will provide you with advice and assistance to secure other accommodation and write to you providing you with the date when you must leave the accommodation.

It is impossible to say how long you will remain in TA as it depends on your circumstances. If you are working and eligible for the Housing Register it will significantly reduce the time you have to wait for a settled home.

You will be asked to leave temporary accommodation if:

- our homeless enquiries show we have no duty to continue to accommodate you
- you find your own alternative accommodation
- you accept a private rented sector offer of accommodation
- you refuse a suitable offer of a private rented sector offer
- you accept a permanent offer from the housing allocations team
- you refuse your final offer of permanent accommodation from the housing allocations team
- you lose the accommodation because we have evidence that you are in breach of your licence/occupancy agreement.

Temporary accommodation agreements

All temporary accommodation residents must adhere to the terms of the agreement according to the property they are living in. If you are allocated temporary accommodation with a housing association you will be required to sign an Assured Shorthold Tenancy Agreement. If you are allocated a Slough Borough Council owned or leased property you will be required to sign a Non Secure Licence Agreement. We will serve the relevant Notice where residents are found to be in breach of any part of the agreement they have entered.

We visit all of the properties used for temporary accommodation to ensure they are suitable for our households.

All temporary accommodation is chargeable to the household in occupation. You are expected to pay for your accommodation whether you are working or in receipt of benefits. Please apply for housing benefit if you believe you are eligible.

Temporary accommodation charges

You will have to pay the associated charges for your temporary accommodation. This may be a daily or weekly charge. You may be billed separately for council tax.

Please do not decorate your temporary accommodation. Please ask for permission to make any alterations.

You will also have to pay your own utility charges.

You can claim housing benefit or universal credit if you are not working or on a low income.

You will be required to purchase your own TV licence.

You will be charged for any items which are removed from or damaged in the property other than fair wear and tear.

Support whilst living in temporary accommodation

There are several organisations that work with the temporary accommodation team to support households.

P3 offer floating support and can provide assistance to families in setting up or maintaining a home successfully. They can ensure that you have appropriate access to health, education and family support services.

The **Family Information Service** offers free impartial information and guidance about a wide range of services for children, young people and their families.

The **Citizens Advice Service** in conjunction with **Shelter** are working with the housing and neighbourhood service to provide debt and welfare advice as well as financial capability training for Slough residents through the **Feel at Home with your Finances** project.

The **Employment and Learning Advice Service** works closely with housing services to assist homeless households to access employment and learning. The team can help you with searching for jobs, applying and accessing learning opportunities.

If you are able to find your own accommodation whilst in temporary accommodation please let your TA Officer know. If the property is in the private rented sector we may be able to help you with support to move.

Please let the social lettings team know of any changes in your circumstances or household.

The housing register

If you have been 'agreed' homeless, have lived in the borough for five years and are not working your housing application will be placed in Band C. You will be given one offer of a suitable private sector property. If you do not accept the final offer we will discharge our duty and you will be asked to leave the temporary accommodation.

If you have been 'agreed' homeless, have lived in the borough for five years and are working you may be entitled to an 'additional preference' on the housing register. A single adult or single parent adult must be working 16 hours a week or more to qualify. A couple must be working 24 hours or more between them to qualify. If you qualify for an 'additional preference' you will be placed in Band B. You will be given an offer of suitable accommodation in the private rented sector or social housing. If you do not accept the final offer we will discharge our duty and you will be asked to leave the property.

If you are living in temporary accommodation and are working please ensure you let your temporary accommodation or housing needs officer know as we will need to put the details on our housing system.

Compliments and complaints

We welcome feedback on the service we provide and will ask you to complete a survey when you are going into temporary accommodation and when you are leaving.

If you are not satisfied with our service, please talk to the temporary accommodation officer. If the issue is not resolved please contact the arrears and investigations manager via 01753 475111.

Complaints must be put in writing. Details of the process are available on our website www.slough.gov.uk or can be provided on request.

Useful contact numbers

Temporary accommodation provider:

Contact number:

Temporary accommodation team	01753 475111
Social lettings team	01753 787854/7846
Interserve: repairs for council temporary accommodation	0800 915 1215
Amev: waste contractors for council temporary accommodation	0800 634 6301
MyCouncil, Landmark Place	01753 475111
Police	101
Social services out of hours service	01344 786543
P3 Floating Support	01753 571324
Slough Family Information Service	01753 476589
Citizens Advice Service	0845 120 3712
Shelter Feel at Home with Your Finances	0344 515 1392
Slough housing benefits	01753 475111
Slough adult social care	01753 475111
Slough children and families social care	01753 475111
Domestic violence helpline	0800 923 2852
Wexham Park Hospital	01753 633000
Employment Learning Advice Service	01753 476611

This document can be made available on audio tape, braille or in large print, and is also available on the website where it can easily be viewed in large print.

Temporary accommodation

If you would like assistance with the translation of the information in this document, please ask an English speaking person to request this by calling 01753 475111.

यदि आप इस दस्तावेज़ में दी गई जानकारी के अनुवाद किए जाने की सहायता चाहते हैं तो कृपया किसी अंग्रेजी भाषी व्यक्ति से यह अनुरोध करने के लिए 01753 475111 पर बात करके कहें.

ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਵਿਚਲੀ ਜਾਣਕਾਰੀ ਦਾ ਅਨੁਵਾਦ ਕਰਨ ਲਈ ਸਹਾਇਤਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਸੇ ਅੰਗਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਵਿਅਕਤੀ ਨੂੰ 01753 475111 ਉੱਤੇ ਕਾਲ ਕਰਕੇ ਇਸ ਬਾਰੇ ਬੇਨਤੀ ਕਰਨ ਲਈ ਕਹੋ।

Aby uzyskać pomoc odnośnie tłumaczenia instrukcji zawartych w niniejszym dokumencie, należy zwrócić się do osoby mówiącej po angielsku, aby zadzwoniła w tej sprawie pod numer 01753 475111.

Haddii aad doonayso caawinaad ah in lagu turjibaano warbixinta dukumeentigaan ku qoran, fadlan weydiiso in qof ku hadla Inriis uu ku Waco 01753 475111 si uu kugu codsado.

اگر آپ کو اس دستاویز میں دی گئی معلومات کے ترجمے کے سلسلے میں مدد چاہئے تو، براہ کرم ایک انگریزی بولنے والے شخص سے 01753 475111 پر کال کر کے اس کی درخواست کرنے کے لئے کہیں۔