

## **What is temporary accommodation?**

Temporary accommodation is housing such as Bed and Breakfast (B&B) or hostel accommodation that may be used in an emergency to accommodate households who are homeless.

## **Who pays for temporary accommodation?**

Temporary accommodation is not free. You will be expected to pay for whatever type of temporary accommodation we provide for you. If you fail to pay you could be evicted. This can result in the Council finding you intentionally homeless, if a duty has been accepted, which will affect the homeless duty the Council has towards you.

## **Claiming Housing Benefit**

If you are on Income Support or a low income you will probably need help with paying for your temporary accommodation. You may be able to apply for Housing

Benefit to help pay for rented accommodation, but not for any gas or electricity charges.

## **Types Of Temporary Accommodation**

We will do our best to offer you the most suitable option we have available. We use various types of temporary accommodation including Bed & Breakfast and a hostel.

### **Hostel Accommodation**

Our hostel accommodation offer special services and is suitable for families but is also available to single vulnerable people.

### **Bed and Breakfast**

Bed & Breakfast accommodation is used for short-term stays only and although not ideal it may be the only option available if you need to be placed in an emergency.

## **Refusing Temporary Accommodation**

If we make you a reasonable offer of temporary accommodation while we investigate your homeless application, our housing duty towards you may end if you refuse it. You may appeal against this decision if you feel it is unreasonable.

## **Furniture and Goods**

It may not be possible for you to take all your belongings into temporary accommodation with you. If you are unable to arrange for storage, and are worried about the cost, please contact the Housing Options team for details on how we can help.

## **Pets**

It is not possible to take pets into temporary accommodation (except guide dogs). If possible, you should arrange for your pets to be temporarily looked after by friends or family. If this is not possible please speak to the

Housing Options team who will look at an alternative.

### **How long can you expect to stay in Temporary Accommodation?**

Once we have taken your homeless application, we will try and work as quickly as possible. You can help by supplying us with complete and accurate information at the time of your application. If our investigation shows that we have a housing duty towards you, you may have to remain in temporary accommodation until a permanent house can be found for you.

Please note – Families cannot stay in B&B longer than six weeks. If our investigations conclude that you are intentionally homeless, you will need to look for alternative accommodation and our Housing Options team will help you do so.

### **A Permanent Home**

Permanent housing is in short supply and we hold a waiting list of all those waiting for Social Housing. If we are able to offer you a permanent home it may be

- A Council Home
- A Housing Association property
- Tenancy in a private sector

For any questions, please call 01843 577277 or email [housing@thanet.gov.uk](mailto:housing@thanet.gov.uk)

### **Other useful numbers:**

Citizens Advice Bureau  
01843 225973

Breakthrough  
01843 230222

Connections Kent and Medway  
01843 232273



## **Temporary accommodation explained**

**This leaflet explains what temporary accommodation is and what is available to you.**

Call 01843 577277 or email [housing@thanet.gov.uk](mailto:housing@thanet.gov.uk)

**If you would like a copy of this document in a different format such as Braille, audio or large print, or in another language, please call 01843 577165**

