

# Temporary accommodation

A guide to the accommodation we provide if you are, or may be, homeless



*Knowsley Council*



## What is temporary accommodation?

If you are, or think you may become homeless, we will look at your current housing situation to decide what help we need to give you. If you are already homeless and we think you are eligible for help and in priority need, we must provide you with temporary emergency accommodation, while we further investigate your homelessness application.

For further information about the homelessness application process, and the type of investigations we will make, please contact the Housing Options Service on **0800 694 0280**.

## Who pays for the temporary accommodation?

You must pay towards the temporary accommodation we provide for you. You may be evicted if you do not pay for your accommodation.

If you are evicted from temporary accommodation, this may affect the decision we make on your homelessness application, or may affect the legal duty we have towards you.

## Claiming housing benefit

If you are on a low income or are receiving Income Support, you will probably need help with paying for your temporary accommodation. You may be able to claim housing benefit. You can contact the Housing Benefits team on **0151 489 6000**, or your local Citizens Advice bureau to find out more information on **0845 1221 300**.

## Types of temporary accommodation

We will do our best to offer you the most suitable accommodation for you that we have available. We use different types of temporary accommodation, including self-contained accommodation, refuge and specific accommodation for young people.

## Refusing an offer of temporary accommodation

There is a high demand for temporary accommodation.

We always try to accommodate your preferences in terms of area; but this is not always possible. We may need to place you in accommodation that is further away from your usual connections, such as schools or doctors. Sometimes we may have to use accommodation outside the Knowsley area.

If we make you a reasonable offer of temporary emergency accommodation while we look at your homelessness situation, our housing duty towards you may end if you refuse it.

If we have a housing duty towards you, we may offer you temporary accommodation until a more permanent home becomes available for you. If you refuse it, you will need to tell us why and we will review the suitability of the accommodation we have offered you.

A person not involved in the original offer of accommodation will carry out the review. If after carrying out a review we still consider it to be a reasonable offer, we may no longer have a duty towards you.

## Getting support while you are in temporary accommodation

It may be that while you are living in temporary accommodation you feel you are in need of some sort of support, or we may suggest this to you.

If you feel that you are in need of confidential and sensitive support and help with any housing-related issues please contact the Housing Options Service on **0845 1221 300**, who can give you advice and refer you to an appropriate agency for assistance.

There are contact details at the back of this leaflet for organisations that you can contact for independent advice. Please note that there may be a waiting list for some services.

## Health care services

You can register with a local GP while in temporary accommodation, if you are not already registered.

You can do this by contacting Knowsley Options on **0845 1221 300**. This is a service run by Knowsley PCT to help people in the area to access a GP. Contact details are at the back of this leaflet.

## Other sources of help

There are many specialist agencies (both local and national) that may also be able to help you think about your housing options. If you are not sure what type of help or advice you need, it may help to look at some of our other specialist leaflets, or you can talk to one of the team for advice.

## Furniture and goods storage

If you have your own furniture or bulky belongings, you should try to arrange storage before you have to leave your accommodation. Friends and relatives may be able to help you with storage. If you have no arrangements to keep your furniture and belongings safe, we may be able to help you with storage. If you know you will have a problem with storage, you should tell us as soon as possible.

## Your pets

It is likely that if you go into temporary or emergency accommodation you will not be able to take any pets with you. You must make arrangements for your family or friends to take care of your pets for a short time.

## How long can you expect to stay in temporary accommodation?

If you approach us as homeless and we think you are homeless, eligible for assistance and in priority need, we have a legal duty to provide you with short term accommodation while we look at your case.

We work as quickly as possible but the detailed enquiries we will need to make can take some time. It is not possible to say exactly how long this process will take, as each case is different.

You can help to speed up the process by supplying us with complete and accurate information when we ask for it.

If our investigations show that we have a housing duty towards you, you may have to remain in temporary accommodation until we find a permanent home for you.

The length of time you remain in temporary accommodation will partly depend on the choices you make, and how flexible you are prepared to be in finding a long-term solution to your housing needs.




If our investigations show that we do not have a legal duty towards you, we will ask you to leave the temporary accommodation that we have provided. We will give you a reasonable amount of notice to do this and will give you advice on what you can do to help find your own housing.

If we do not have a legal duty to provide housing for you, we will still give you advice on how you can find your own housing.

## Receiving an offer of a permanent home

Permanent housing is in short supply and we hold a register of all those waiting for social housing. We look at the needs of all applicants, as well as those living in temporary accommodation before we are able to offer you a permanent home.

If we are able to offer you a permanent home, it may be:

-  **accommodation owned by a Registered Social Landlord (Housing Association);**
-  **a tenancy in the private rented sector; or**
-  **affordable housing for sale.**

When we have a permanent home available for you, we will contact you by telephone to let you know where the property is and to discuss the offer with you.

# Useful contacts

## General support and advice

Citizens Advice Bureau

[www.adviceguide.org.uk](http://www.adviceguide.org.uk)  
CAB Knowsley 0845 1221 300  
Email [advice@knowsleycab.org.uk](mailto:advice@knowsleycab.org.uk)  
[www.knowsleycab.org.uk](http://www.knowsleycab.org.uk)

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Shelter

Tel 0808 800 4444  
[www.england.shelter.org.uk](http://www.england.shelter.org.uk)

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Housing Benefits

Tel 0151 489 6000  
[www.knowsley.gov.uk](http://www.knowsley.gov.uk)

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## Health related services

NHS Direct

Tel 0845 46 47  
[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

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Knowsley PCT Options GP Access

Tel 0800 917 3683  
GP Led Health Centre,  
St Chad's Clinic, St Chad's Drive,  
Kirkby, L32 8RE.  
[www.knowsley.nhs.uk](http://www.knowsley.nhs.uk)

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## Support for those experiencing domestic abuse or hate crime

National Domestic Violence Helpline

Tel 0808 2000 247

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Knowsley Domestic  
Violence Support Services

Tel 0151 548 3333  
Fax 0151 632 8865  
First Step Centre, Peatwood Avenue,  
Kirkby, L32 7PR.  
[www.kvss.org.uk](http://www.kvss.org.uk)

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Safer Knowsley Partnership

Tel 0800 953 4433  
(8am to 6pm Mon to Fri)  
Calls made to this number will  
not show on your itemised bill.



Contact us

Housing Options Service

**Tel 0800 694 0280**

9am to 5pm Mon to Fri (9am to 4pm Wednesday)

(An out of hours service is available on this number in an emergency)

You can also get this information in other languages and formats.

Please phone Customer Services on 0151 443 4031

or email [customerservices@knowsley.gov.uk](mailto:customerservices@knowsley.gov.uk)

[www.knowsley.gov.uk](http://www.knowsley.gov.uk)

