

November 2015

Temporary accommodation



➤ **Factsheet 13.**



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

The Council has a duty to provide temporary accommodation for people who are eligible (have the right to live in the UK and claim public funds), homeless and vulnerable. If the Council decides that it owes a 'full homelessness duty' to you, you will be offered temporary accommodation until you find your own accommodation or the Council offers you social housing or private rented sector housing. Please see the factsheet *Are you homeless or about to lose your home?* for more information about homelessness.

The Council only has access to a very small number of properties in Kensington and Chelsea. The majority of temporary housing we find for our residents is outside of the borough.

We will talk to you about your needs (and those of your family, if they live with you) to make sure that any accommodation we offer you is suitable. All properties are rigorously inspected and must be compliant with the Health, Housing and Safety Rating System. This system looks at a number of things including fire risk, damp and water supply to ensure a home is healthy and safe to live in.

Talking to us

You must tell us about any change in your circumstances. For example, if you have another child or if somebody who is part of your household leaves the accommodation.

You should report any repairs and maintenance issues to your managing agent. Their details will be given to you when you sign up for your temporary accommodation and details will also be available in the property.

If you have any other concerns, please let us know.

We do not see anyone without an appointment unless it is an emergency situation. You should always call us first.

Paying your rent

It is a condition of your tenancy that you pay your rent. You will be given full information about how to do this and claim Housing Benefit when you sign for your tenancy. If you are having difficulty paying your rent you must contact the Income Team immediately on **020 7361 3008**. They will be happy to discuss ways of helping you repay any debt and ensure you are claiming relevant benefits.

Accessing services

We provide a Housing Support Service for all households in temporary accommodation. If you are experiencing difficulties or need support to maintain your tenancy, please contact the Service on **020 7938 8211**.

Moving on

If the Council accepts you as homeless, you are likely to stay in temporary accommodation until you are able to secure accommodation, unless you breach the terms of your tenancy. There is a severe shortage of social housing and you may wait many years to be housed, depending on the size of the accommodation you need. Social housing vacancies are advertised on **www.homeconnections.org.uk** on a regular basis. Lists are also available at the Town Hall. You are likely to be housed more quickly if you are flexible about the type of property you will consider and the location. You are also likely to be housed more quickly if you consider other housing options that might be available to you.

Leaving temporary accommodation

If you are leaving temporary accommodation you must return your keys and get a key receipt. If you have been living in a hotel, you must tell the hotel provider that you intend to leave and empty the hotel room of all your personal belongings and return the key or fob to the reception staff.

How to find out more

By phone:

Housingline 020 7361 3008

By email:

TAPlacements@rbkc.gov.uk

Website:

www.rbkc.gov.uk

Information from this document can be made available in alternative formats and in different languages. Please contact Housingline on **020 7361 3008** or email **housing@rbkc.gov.uk**

