



## **Emergency Accommodation Frequently Asked Questions**

### ***What is emergency accommodation?***

'Emergency' or 'Nightly Paid' accommodation is accommodation provided by the Local Authority.

When you make a homeless application, the property management team will make you an offer of interim accommodation whilst your case is ongoing.

The first emergency accommodation you'll be placed in will be more than likely to be shared accommodation. This means you will have your own room but bathroom and kitchen facilities are shared with other families.

### ***How long will I be in shared accommodation?***

Once placed into shared accommodation, our aim is to move you within six weeks into self-contained. However, depending on availability it could be slightly longer or shorter than this.

\*If you are a single person coming through as homeless, there is no time limit as to how long you will be in shared accommodation.

\*If you are a care leaver, our aim is to place you into a self-contained unit. However, due to the lack of nightly paid accommodation, it is possible you will be offered shared accommodation until a self-contained becomes available.

### ***Where will I move to next?***

Your move into self-contained is all dependent on what accommodation we have available at the time but it is highly unlikely your first self-contained will be in the London Borough of Sutton. We can place you at a distance from the borough, however, we do our best to accommodate as near to the Borough as possible.

### ***How long will I be outside of the borough for?***

Once in self-contained accommodation, there is no time limit as to how long you will be there for. We move our families back into the borough as and when the properties become available. We move them in fair order based on length of time they have been outside of the borough.

### ***What happens if/when I am accepted as homeless?***

If you are accepted as homeless, your priority banding will change on the Housing Register to a higher band (Band B). This is effective from the date of acceptance. Your offer of temporary accommodation will now be offered under section 193, giving you the right to a review if you feel the accommodation is unsuitable.



***What if I'm not accepted as homeless?***

If you are not accepted as homeless, your case worker will notify you by letter/telephone and you will be given 28 days' notice to vacate your emergency accommodation. During this period, we can still assist you in finding secure accommodation. You have the right to appeal this decision and request for accommodation pending review. In this instance, you will need to outline to us the reasons for your appeal.

***How long will it take for me to get permanently housed?***

It is not possible to say for sure how long it will take for you to secure permanent accommodation. You will need to make a housing register application and be logging on every day to bid on suitable properties. This also depends on availability of accommodation. If you fall into rent arrears, your bidding account will be suspended and thus temporarily prevent you from bidding so it is vital to stay on top of your rent.

***Am I eligible for Housing Benefit?***

Whether you are eligible to claim Housing Benefit is based on a few factors. We have an Income Team at Encompass who are happy to help you make your application. Please note that in temporary accommodation, there will be a weekly service charge which you are personally liable for and is not covered by Housing Benefit.

***Who should I contact if there is a fault in my accommodation?***

For any maintenance issues in your accommodation, you will need to contact the landlord directly. The landlord's details would have been provided to you during sign up. If you do not get a response from the landlord, you can contact the Property Management team on 020 8770 5000 or [propertymanagement@encompass-latc.co.uk](mailto:propertymanagement@encompass-latc.co.uk).