



## **Temporary Accommodation Frequently Asked Questions**

### ***What is temporary accommodation?***

Temporary accommodation is accommodation provided by the Local Authority. It is your move out of emergency accommodation and into accommodation where you hold a tenancy agreement.

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

All of our Temporary Accommodation is located within the London Borough of Sutton.

### ***Can I still bid?***

You will still continue to bid for permanent and your priority date/position will not be affected.

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

Your move into temporary accommodation is your final move before you are permanently housed. The length of time all depends on how long it takes you to secure a permanent accommodation through bidding on the housing register or being offered privately rented accommodation (PRA).

### ***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.

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

After we nominate you to temporary accommodation, you will be contacted by your new landlord to sign up and collect the keys for the property. For any maintenance issues in your accommodation, it is your landlord who you will meet at the sign up who you will need to contact directly.

### ***Can I refuse an offer of Temporary Accommodation?***

We would only offer you accommodation that we deem suitable.

If you feel the property is unsuitable, you have the right to request for a review.

However, if you refuse to move into the property and request for a review and the review is unsuccessful, we can discharge our housing duty to you and you will be asked to leave your current accommodation and no further offers will be made to you.



***Will my temporary accommodation be furnished?***

All of our TA's are unfurnished. This means you will need to arrange for your own furniture and white goods, basically everything that you will need for permanent will be needed for TA. If you have any belongings in storage, they will come out of storage and into your new TA address.