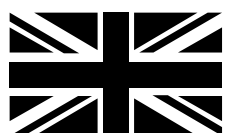


Offers of temporary accommodation

This factsheet looks at what sort of accommodation the council might offer you if your homeless application is successful.



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Note
Information contained in this factsheet is correct at the time of publication. Please check details before use.

If you have made a successful homeless application, the council will owe you and your family the full housing duty. This means the council must provide you with suitable temporary accommodation until its duty ends. Some people live in 'full duty' temporary accommodation for a long time.

What you might be offered

The council might offer you various types of accommodation in the short term, while it tries to find a more settled solution to your housing problems. Whatever you are offered, it must be suitable for you and your family. The main types of temporary accommodation you might be offered are:

Hostel

A hostel is accommodation that consists of a bedroom and shared facilities – such as shared bathroom, shower and kitchen. Hostels usually have a member of staff present at all times, and some provide specialist support for different needs.

Bed and breakfast

Bed and breakfast (B&B) accommodation is often privately run. It consists of a room with basic facilities (eg toaster/kettle), but usually with no access to a kitchen. It is possible that you will have to share bathroom facilities with other households. You and your family members may be expected to live and sleep in one room.

Private sector leased accommodation

This accommodation (known as PSL) is usually self-contained, so you would not normally share a bathroom and kitchen with other households.

Under PSL, the council rents the property from a private landlord, and then rents it to you as the tenant. You would pay your rent to the council in this case.

Private accommodation

Sometimes the council arranges a tenancy for you with a private landlord. As with PSL, the accommodation is usually self-contained and of an adequate size, though sometimes it will be shared with others. You would pay your rent to the private landlord.

What you pay

The council must take into account what you can afford to pay when it makes you an offer. You can claim housing benefit or universal credit to help pay the rent. This might not cover the whole rent. You would have to make up any shortfall if it doesn't.

Find out if you are responsible for paying:

- household bills
- service charges (eg for cleaning or specialist support if provided)
- charges for meals (if provided).

Ending the full housing duty

The duty to provide you with temporary accommodation under the full housing duty usually ends after the council offers you:

- social housing (this means a council or housing association home)
- a private tenancy for a fixed-term of a year or more.

All the ways the council can end its duty are explained in the first factsheet.

Is the offer suitable?

Whatever type of property the council offers you, it must be suitable for your needs and those of your family. The third factsheet explains what is 'suitable' accommodation.

You should get advice straight away if the council makes you an offer that you feel is not suitable. If you turn down the offer, it might mean that the council's duty to you ends. It is usually best to accept the offer and ask the council to reconsider its decision ('review it') at the same time. You must request a review within 21 days of the offer. Do this in writing, giving detailed reasons why you think the accommodation is unsuitable.

Further advice

You can get further advice from Shelter's free* housing advice helpline (0808 800 4444), a local Shelter advice service or local Citizens Advice office, or by visiting [shelter.org.uk/advice](https://www.shelter.org.uk/advice) or [adviceguide.org.uk](https://www.adviceguide.org.uk)

*Calls are free from UK landlines and main mobile networks.