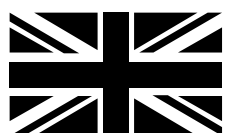


# Temporary accommodation: full duty

**This factsheet looks at the council's duty to provide you with temporary accommodation after you make a successful homeless application.**



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

The council must find you suitable temporary accommodation if you have made a successful homelessness application. This is known as the 'full duty'.

## Who is owed the full duty?

For a council to owe you the full duty, it must be satisfied that you:

- are homeless – you can be homeless even if you have a roof over your head where it is unreasonable for you to continue to occupy the accommodation
- are eligible for assistance – this will mainly depend on your immigration status in the UK
- are in priority need – not everyone who is homeless has a priority need
- have not made yourself homeless intentionally – the council will look into why you became homeless
- have a local connection with the council you are applying to.

For more information on these tests see the *Applying as homeless* series of factsheets.

## When temporary accommodation ends

The duty to provide you with temporary accommodation will not go on forever.

Usually the full duty comes to an end when you accept or refuse a suitable final offer of settled accommodation. The accommodation could be:

- housing from the council's waiting list
- an assured shorthold tenancy with a private landlord for a fixed term of one year or more.

## How will a final offer be made?

An offer of settled accommodation must be made in writing.

It must tell you that if you turn down the accommodation the council's duty to continue to house you might end.

The council must tell you that if you turn down the accommodation you can ask for a review of the suitability of the offer.

## Challenging an unsuitable offer

Accommodation provided under the full duty, or as a final offer, must be 'suitable' for you and anyone who lives with you. See the second factsheet for what you might be offered, and the third factsheet for the meaning of 'suitable accommodation'

If you feel that the council is offering you unsuitable accommodation you can challenge it, but it is usually best to accept it, and to ask for a review after you move in. If you reject an offer, the council might not have to house you at all. If your review is successful, the council will find you somewhere else to live.

Get advice straight away if the council tells you it will not continue to provide you with accommodation, or if you feel that accommodation you are offered is not suitable.

## Other ways the full duty can end

Your temporary accommodation will be withdrawn if:

- your immigration status changes so you are no longer eligible for assistance
- you become intentionally homeless from accommodation provided to you (eg you don't pay your rent)
- you refuse an offer of different temporary accommodation because the council wants to move you. The council must tell you about the consequences of refusing an offer
- you accept an offer of a suitable fully assured tenancy from a private landlord
- you decide to move out of the temporary accommodation provided to you by the council (eg you decide to make your own long-term arrangements).

## 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.