

Temporary Accommodation

What to expect if you need our help.

We will:



find you temporary accommodation that is safe, clean, affordable and meets your needs



help you find suitable housing as quickly as possible



treat you as an individual and give your case fair consideration



respect your right to disagree with our decisions and advise you where you can turn to for extra help.

You will:



be open and honest with us about your situation



help us to help you by accepting our support and cooperating with our requests



accept any reasonable offer of temporary accommodation



pay any fees connected with your temporary accommodation on time



take care of any temporary accommodation by keeping it clean, tidy and not causing any damage



report repairs straight away and let us know if they're not completed



respect our staff, our partners and your neighbours



agree to move into alternative temporary accommodation, potentially at short notice.