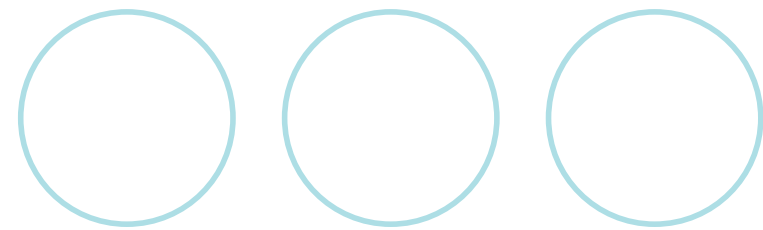


# Your Temporary Accommodation

## A Guide



**Falkirk Council**  
Corporate & Neighbourhood Services



## Your Temporary Accommodation

This leaflet will be of use to you if you have been offered temporary housing by the Council as it gives information about the types of temporary accommodation that we provide.

## What type of temporary accommodation will I get?

The Council provides a range of temporary accommodation to meet the needs of people in different circumstances. They include:

- Fully furnished properties owned by the Council or a Housing Association or a private landlord
- Supported accommodation for single men, young single people aged 16-25, and those with additional support needs
- Bed & Breakfast establishments

Where possible your preferences and needs will be taken into account when finding you temporary accommodation. However because of the high demand on the Council's homeless service, it may not be possible for you to choose where you stay or the type of temporary accommodation you stay in.

## Will I have to pay rent?

There is a charge for all types of temporary accommodation. The cost will vary depending on the type

and size of the property and whether there is a service charge (ie. to cover the costs of managing the accommodation and providing any food, heating or furniture).

If you are unemployed, receiving benefits or on a low income, you may qualify for Housing Benefit which will go towards paying the rent. Depending on your circumstances Housing Benefit may cover all of the costs.

## How to claim Housing Benefit

When you are offered temporary accommodation, you will be given a Housing Benefit application to fill in. You must provide certain information and documents for the Housing Benefit claim to be processed. This could include, for example:

- Proof of identity (ie birth certificate, national insurance card, passport)
- Verification of your income and financial resources and that of everyone else over 16 in your household (e.g. original payslips, Benefit Books, bank statements etc.)

Advice on how to fill in the Housing Benefit form is available from staff at Revenue Services who are based in the Accommodation Resource Centre.

It is important that you make your claim for Housing Benefit as soon as possible, or you may lose benefit you are entitled to.

## What happens if I have pets?

You are not allowed to keep pets in temporary accommodation. Where possible you should make other arrangements for your pet(s) while you are staying in temporary housing. Where alternative arrangements cannot be made, you may wish to try the Pet Fostering Service Scotland. This is a voluntary service and, therefore, access to the service may be restricted by the resources available to Pet Fostering Service Scotland at any given time.

For further information on Pet Fostering Service Scotland contact 01324 882076.

## What about my furniture?

Depending on your circumstances we can arrange to store your furniture. There will be a charge for this service.

## The Role of the Accommodation Officer

If you move into temporary accommodation provided by the Council or a Housing Association, the Accommodation Officer will visit you on a weekly basis to deal with any repairs or other issues that come up.

We work closely with other Council departments, local advice and support agencies to make sure that you get all the help you need.



## What if I am not happy with my offer of temporary accommodation?

If you are unhappy with your offer of temporary accommodation because the accommodation provided,

- did not fulfil the local authorities duty towards you as an applicant
- was overcrowded
- was not reasonable to occupy
- did not meet special needs that you have
- did not meet the best interests of the dependent children in your household

you can ask for the decision to be reviewed. The leaflet "Homelessness Appeals Process" gives more information on how to appeal your temporary accommodation placement.

## Contact List for the Accommodation Resource Centre and Neighbourhood Offices/One Stop Shops

### **Accommodation Resource Centre**

21-25 High Street  
Falkirk  
FK1 1ES  
01324 503600  
Freephone 0800 587 4440

### **Bo'ness One Stop Shop**

24 East Pier Street  
Bo'ness  
EH51 9AB  
01506 778899

### **Denny One Stop Shop**

Carronbank House  
Carronbank Crescent, Denny  
FK6 6GA  
01324 504050

### **Callendar Square One Stop Shop**

Callendar Square  
Falkirk  
FK1 1ZF  
01324 506868

### **Grangemouth One Stop Shop**

5 York Lane  
Grangemouth  
FK3 8BD  
01324 504550

### **Camelon One Stop Shop**

256 Main Street  
Camelon, Falkirk  
FK1 4DY  
01324 503640

### **Stenhousemuir One Stop Shop**

398 Main Street  
Stenhousemuir  
FK5 3JR  
01324 503340

### **Dawson Centre**

David's Loan  
Falkirk  
FK2 7RG  
01324 501450

If you would like this information in another language, Braille, LARGE PRINT or audio please contact the ARC or one of our Neighbourhood Offices or One Stop Shops.

اذا كنت تحتاج لهذه المعلومات بلغة أخرى، بريل، أحرف مكبرة أو لغة إشارة، فارجوا منكم الاتصال بمركز الإسكان أو واحد من تيوبز هود أوليمبيز / رين ستوب شوبس. هناك قائمة بأرقام الهواتف و العالوين مشورة في نهاية هذا الكتاب.

اگر آپ کو یہ معلومات کسی دوسری زبان، بریل، بڑی حروف یا آڈیو میں چاہیں تو براہ کرم ARC یا کسی ایک نیشنل ایسٹیبلیشمنٹ سے رابطہ کریں۔ اس کتاب کے آخری صفحوں پر اس کے بارے میں بھی مزید آئٹمز اور اسباب تلاش کرنے کے لیے ذرا بات اور ٹیپوں کی کتاب کے بارے میں بتایا گیا ہے۔

ਜੇਕਰ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਪੰਜਾਬੀ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਸ਼ੁੱਧ ਕਰਕੇ ਐਕਮੋਡੇਸ਼ਨ ਰਿਸੋਰਸ ਸੈਂਟਰ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

如果你希望獲得此份表格的其他語言譯本，凸字印刷，大號字體或錄音帶，請與 Accommodation Resource Centre 或 Neighbourhood Offices/ One Stop Shops 聯絡。在這本小冊子的末頁有一份聯絡地址和電話號碼。