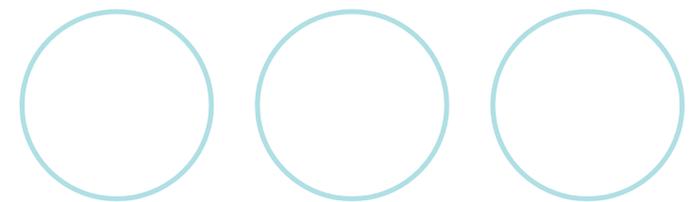


Your Temporary Accommodation

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 or part 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 your 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 at any local One Stop Shop.

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.

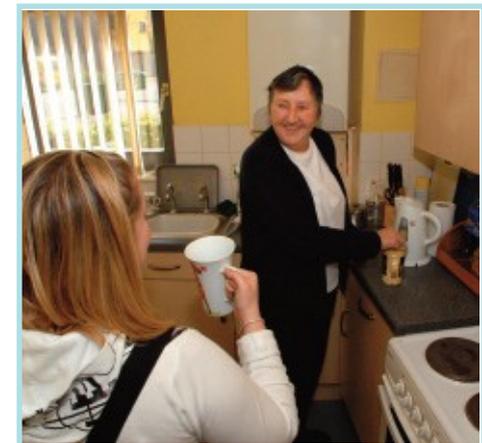
What about my furniture?

Please ask your assessment officer about accessing this service. Depending on your circumstances we can arrange to store your furniture. There may be a charge for this service.

Your Accommodation Officer

If you move into temporary accommodation an Accommodation Officer will contact you on a regular basis to deal with any issues that come up in your temporary accommodation.

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 property provided,

- was overcrowded
- is in an unreasonable condition
- does not meet the special needs of you and your household

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

