



Temporary Accommodation – when you're homeless

SCH, on behalf of Solihull Council, have a duty to provide you with temporary accommodation if:

- You have nowhere safe to stay and we have reason to believe you may be eligible, homeless and in priority need or;
- We have accepted that we have a duty to secure housing for you, having been unable to prevent or relieve your homelessness within 56 days.
- Our temporary accommodation options include self-contained units, supported accommodation and hotel provision.

You are able to approach our service 24 hours a day, 365 days a year through the Solihull Community Housing telephone line.

What we will do

If we are providing you with temporary accommodation, before you move in we will:

- Ensure properties meet the required compliance and safety standards as set in legislation
- Inspect the electrical supply and carry out works in accordance with national standards.
- Provide essential items (except hotel provision).
- Ensure that any private properties we use meets our required standards for health and safety.
- Inform you of our legal duty to provide you with temporary accommodation.

When offering accommodation we will:

- Give you written details of the offer, including the address, property type, charges for use and occupation and the move in date.
- Offer suitable accommodation for your household, which will:
 - ✓ Preferably be within the Solihull Borough or as close to the borough as possible (if it is safe for you to be in the borough).
 - ✓ Be in self-contained accommodation if you are a family. If this isn't possible straight away, we'll aim to do this within 6 weeks.
 - ✓ Be affordable, we'll help you carry out a financial assessment, so you can afford to meet your housing costs.

- ✓ Be within reasonable travelling distance to your work, health or support services/family or schools by car or public transport.
- ✓ Advise you of your right to request a review of the suitability of the temporary accommodation (if applicable).

When moving in we will:

- Aim to keep your length of stay in temporary accommodation to a minimum.
- Give you a copy of your licence agreement and/or terms and conditions, so you're aware of your responsibilities, and ours, and can refer to them anytime. We'll take time to help you understand your licence agreement, so that you can manage your temporary accommodation.
- If your accommodation is not managed by SCH we will ensure you have the relevant information/welcome pack from the property provider.
- If you need help or support, we will refer you to agencies that provide support services.
- Provide you with information to pay your use and occupation charges on time. These are listed on our website at www.solihullcommunityhousing.org.uk
- Offer financial advice from our Money Advice Team

Looking after your SCH temporary accommodation and communal areas. We will:

- Respond to your emergency repair requests within 24 hours.
- Make an appointment with you to carry out non-emergency repair works and complete these within our published timescales for repairs.
- Regularly monitor the cleanliness of communal areas, such as entrance halls, lifts, landings and stairs.
- Regularly carry out fire safety inspections of communal areas.

Living in temporary accommodation. We will:

- Investigate breaches of your licence and work with you to address the problem.
- Refer you to agencies that may support you, if you need help to manage your licence.
- If you have fallen behind with your use and occupation payments, we will offer help with money advice and budgeting.
- Contact you promptly if you miss a payment and make affordable repayment agreements with you. Two formal letters will be sent before we initiate formal possession proceedings.

Temporary Accommodation

We have a number of supported accommodation options for single homeless people. We have a contract in place for our support providers to:

- Give you access to support from helpful staff members on a daily basis.
- Identify with you, any support needs you may have and discuss how best to respond to them.
- Review your support needs every 6-8 weeks.
- Offer you support to help you into employment or develop life skills through training and workshop events.

Fleeing Domestic Abuse. We will:

- Offer you a referral to the Housing Independent Domestic Violence Advisor (IDVA) for additional help, and emotional and practical support with plans towards your long term safety.

Rough Sleepers – If you have been rough sleeping or are at risk of rough sleeping we will:

- Activate the Severe Weather Emergency Protocol when temperatures reach specific levels.
- Work with partners to support you into permanent housing by helping to connect with health services, drug or alcohol support, money advice or other services that may meet your needs, and re connect you with family or friends.

We ask you to:

- Be respectful and polite to our staff, we will always do our best to help you.
- Keep us informed of any changes to your personal details that may affect the services we provide to you.
- Let us know if you need extra help or support when you contact us. We aim to tailor our service to meet your needs.
- Keep to the responsibilities in your licence agreement.
- Report any property repair issues in a timely manner.
- Pay your use and occupation charges and contact us quickly if you fall into difficulties, we're here to help.
- Keep furniture and white goods (if you have these) in a good working order, and report any issues in a timely manner.
- Return your keys on time if you have secured a permanent home or if you have been asked to leave.
- Give us feedback about your experience with us to help us learn and improve our services.

How will we keep a check on our Service Standards

We will:

- Carry out monthly audits of case work to check we are keeping our promises.
- Use feedback from surveys, compliments, complaints and general comments to improve our service.
- In our Annual Report we will tell how well we have performed against our targets for managing temporary accommodation. Our target for 2024/25 is to:
 - ✓ Average stay in Temporary Accommodation 80 days.
 - ✓ Average stay in Temporary Accommodation (budget Hotels) no longer than 15 days.

We will review our Service Standards

- Review our targets as part of our annual service delivery plan.
- Update our policies or review our services.
- Receive your valued feedback and look at how we can improve service delivery.