



Temporary accommodation

What happens now?



Melton
Borough
Council

Your checklist

Things you have to do in the first few days:

- Complete a 'Change of Circumstances' update on your Universal Credit account.
- Provide the documentation your housing adviser requests.
- Make a separate claim for Housing Benefit on Melton Borough Council's website to get support with housing costs.
- Read and understand your license or tenancy agreement.
- Check if you're liable for Council Tax. If so, apply for Council Tax reduction from the council.
- Make a budget plan (including rent payments, service charges, Council Tax and other living expenses).
- Google search local services that can help you.
- Register with a GP and health services.



Rights and responsibilities

Understanding emergency accommodation

What is emergency accommodation?

When you make a homeless application, you will be offered interim emergency accommodation while your case is being assessed. It is very likely that the 'emergency' or 'nightly paid' accommodation that's provided by the Council will be hotel accommodation. What we offer you depends on your family composition and what is available at the time. A lot of emergency accommodation has a 'no pets policy'. We can help with kennelling if you need it, but you will have to cover these costs yourself. Please discuss your questions with the temporary accommodation officer by emailing housingoptions@melton.gov.uk or by calling 01664 502502.

As your homeless application progresses, you will be moved into self-contained accommodation. We try to move households with children into self-contained accommodation within six weeks. It can sometimes take quite a bit longer, depending on what is available at the time.

Can I refuse emergency accommodation?

We will only offer you accommodation which we believe is suitable and meets your needs, but we will listen to your reasons for refusing a property if you feel it is unsuitable for you. If the Council believes that the accommodation we have offered is suitable, and we don't accept your reasons for refusing it, we may discharge our duty to provide you with emergency accommodation and no further offers of accommodation will be made. Therefore, please seek advice from organisations like Shelter and Citizens Advice and read this factsheet '[applying as homeless: suitable accommodation](#)', before you refuse any offer of emergency accommodation from the Council.

Understanding temporary accommodation

What is temporary accommodation?

Temporary accommodation (TA) is accommodation provided by the Local Authority. It is where you move out of emergency accommodation and into accommodation where you hold a tenancy agreement.

Whilst you are in temporary accommodation the council will investigate a homeless application.

Can I still bid?

You will still continue to bid for permanent and your priority date/position will not be affected.

How long will I be in temporary accommodation?

Your move into temporary accommodation is your final move before you are permanently housed. The length of time all depends on how long it takes you to secure a permanent accommodation through bidding on the housing register or being offered privately rented accommodation (PRA).

How long will it take for me to get permanently housed?

It is not possible to say for sure how long it will take for you to secure permanent accommodation. This depends on current demand and availability of properties. We would ask that you actively search for private rented properties, provide all documents required and you will need to make a housing register application. This will mean you have to make a bid on a property every week.

If you fall into rent arrears, your bidding account will be suspended and thus temporarily prevent you from bidding so it is vital to stay on top of your rent.

If you come first for a property the council will look to see if this is suitable for you. The council will look at location, access to employment and education facilities, specific support needs, the make up of the property and any adaptations needed. If you refuse the offer made to you. A suitability review can be requested but there is no guarantee the council will find in your favour. Please read advice from [Shelter](#) before you refuse any property.

Who should I contact if there is a fault in my accommodation?

You will have a Temporary Accommodation Officer and a named Housing Options Officer. They will have provided their contact details on your personal housing plan.

Can I refuse an offer of Temporary Accommodation?

We would only offer you accommodation that we deem suitable. If you feel the property is unsuitable, you have the right to request for a review. However, if you refuse to move into the property, request for a review and the review is unsuccessful, we can discharge our housing duty to you and you will be asked to leave your current accommodation and no further offers will be made to you.

What happens when I get offered temporary accommodation?

Your Temporary Accommodation Officer will arrange a time to sign you up to your property. This will involve making a claim for housing benefit to cover the rent and additional charges that apply whilst you are in temporary accommodation.

Will my temporary accommodation be furnished?

All of our TA's are partly furnished if you have no belongings. This means you will need to arrange for your own furniture and white goods to be delivered but if you have nothing we will provide basic items such as beds, fridge and cooker. If you have any belongings in storage, they will come out of storage and into your new TA address.

What rules are there in temporary accommodation?

Whilst you are in emergency or temporary accommodation you will be charged either a charge in bed and breakfast or rent for a property. This charge or rent can be covered by making a claim for [housing benefit](#). If you are ineligible for housing benefit then the payments will need to be made from your income. Failure to do so will result in a loss of this accommodation.

Budgeting and Money

Make a budget plan

Making a budget will help you understand where your money goes and where you can save money. It is the first step to take control of your financial situation, including knowing what's coming in, what's going out and when. It will also help you see whether you're living within your means.

You can use this [budget planner](#) on the Money Advice Service webpage. [Christians Against Poverty](#) also offer a free course to help you budget your money.

Ways to cut costs

It is easier to decrease your spending than it is to increase your income.

There are simple ways to reduce your household bills, such as switching utility providers, shopping around for groceries or getting a cheaper mobile phone deal.

You can find more information and ideas on how to reduce your expenses on the [Money Helper](#) web page.

You can obtain specialist debt advice from [Citizens Advice](#) and [MADMAC](#) (Melton and District Money Advice Centre)



Emergency grants

There is support available, which includes:

- Beds, fridges, fridge-freezers, cookers and washing machines
- Discretionary Housing Payments (DHP) can provide help if you need further financial assistance with housing costs or council tax payments.

Anyone who requires assistance with housing costs and is currently claiming Housing Benefit or Universal Credit can apply for a DHP on the Council's website.

Budgeting loans and advances are interest-free loans from the Social Fund that you might be eligible for. These can be used for:

- travelling expenses

- clothing or footwear
- furniture or household equipment
- money to help you look for or start work
- improving, maintaining or securing your home
- advance rent or removal expenses for a new home.

In some accommodation you might not have access to laundry facilities, so you will need to keep a budget to do your washing at a laundrette.

Other loans

Be very careful with other kinds of borrowing. Things like payday loans, log book loans and doorstep lending can seem like an easy solution, but can make a bad situation worse. They're often a very expensive way of borrowing, so always try to find other ways such as joining a credit union.

[Credit unions](#) offer banking services to people who would otherwise find them difficult to get. Clockwise Credit Union is the Leicestershire credit union for safe savings and affordable loans.

Claiming benefits and Universal Credit

If you are claiming benefits and have moved into emergency or temporary accommodation you must update whoever pays your benefits about your change of circumstances so that you keep getting the right payment. You will also need to make a separate claim for Housing Benefit from the Council to get support with housing costs.

If you do not report a change of circumstances to the Department for Work and Pensions (DWP), you might be paid too much. If you are, you might have to pay some of the money back.

You can calculate what benefits you are eligible for at: [entitled to](#)

Report changes using your Universal Credit online account or contact the Universal Credit helpline.

Disability benefits

Call the Disability Service Centre to report changes if you get Disability Living Allowance (DLA) or Personal Independence Payments (PIP). If you disagree with a decision about your entitlement to benefits, you can ask the DWP for a review. You usually need to request the review within one month.

Housing Benefit

If you are in emergency or temporary accommodation, this will be covered by housing benefit. Consult the [Council's website](#) to check how you can get help to pay for your rent or Council Tax. Call Melton Borough Council on 01664 502502 or apply online to claim Housing Benefit to cover your housing costs.

Council Tax Reduction

If you need help paying your [Council Tax](#), then apply for Council Tax Reduction on the Council's website. If you need support with the application, please contact the councils Temporary Accommodation Officer.

Practical things about your accommodation

You will need to set up utility accounts or pay service charges to cover for things such as heating, electricity and cleaning. If the accommodation is unfurnished and you need help to obtain white goods and/or furniture, the council can assist with basic items such as beds, fridge and cooker. For other items we would ask you to check Facebook Marketplace or visit [Melton and District Furniture Project](#).

Education and Childcare

If you have been temporarily placed outside the borough, your children might have to travel in to attend school, while you wait for longer-term accommodation. You might consider finding a school in the new area if it is too far for the children to travel into Melton.

Our officers at the council can contact the school, if safe to do so, to ensure they are aware of the current housing situation.

Parent and Toddler groups and Children Centres

[Family Hubs Leicestershire](#) parent and toddler groups are a good opportunity to meet other parents and enjoy activities with your toddler. Sure Start Children's Centres bring together a wide range of services for children 0-5 years and their families. The centre makes it easier for children and their families to access services such as health, employment, childcare and family support closer to where they live.

The services available at each centre vary but may include:

- Child and family health services
- Support for parents
- Integrated early education, childcare, play and early learning activities.

For information on what is available in melton check [Happity](#) for baby and toddler classes near you.



Health and wellbeing

How can I access health services?

[The NHS Choices](#) website is the best place to find health services in the borough. You will be able to find a GP, pharmacies, dentists, urgent care centre and other health services available to you and your family.

GP services

If you are not registered with a GP you will be unable to see a doctor unless you have a serious emergency. In most other cases, calling 111 is a better option. If you are not registered with a GP but need treatment, you can find a GP surgery near you and register there as a temporary resident if you will be living in the area for up to 3 months.

To register, the surgery will ask you to complete a temporary registration services form. When you register temporarily with a GP surgery you'll remain registered with your permanent GP surgery and the temporary GP surgery will pass details of any treatment you have back to your permanent GP. They will add the information to your medical records. If your application to become a temporary patient is refused, you can still receive emergency treatment for up to 14 days. After 3 months, if you are still living near the GP surgery where you registered as a temporary resident, you will have to apply to register with the surgery as a permanent resident. You can find more information on the [NHS website - registering with a GP as a temporary resident](#).

Dentist

The NHS Choices website will provide the most up to date information about NHS dentists near you. If you don't have a regular dentist or can't travel to your registered dentist you can still get emergency dental care by calling 111.

Midwives

If you are pregnant and cannot travel to see a midwife at your usual GP's surgery you can find a midwife closer to your emergency or temporary accommodation by finding and registering with a GP, as set out above. Once you have registered with the GP, make an appointment and, at the appointment explain that you are pregnant and need a referral to a midwife. The GP will then make the referral.

Health Visitor

Health visitors work with parents offering support and informed advice from the antenatal period until a child starts school at five years old. Families from all walks of life may need support and information on issues that affect their children's health and development. If you need advice or support from a health visitor please speak to your local GP or contact [Healthy Together](#).

Sexual Health Services

If you need advice and information on sexual health including STI testing and contraception, please consult the [Leicestershire County Council website](#).

Health and Wellbeing

Connect with the people around you.

Research shows there are five simple things you can do as part of your daily life to build resilience, boost your wellbeing and lower your risk of developing mental health problems. These simple actions are known internationally as the Five Ways to Wellbeing: Looking after your mental health and wellbeing.

1. With family, friends and neighbours.
2. Keep Learning. Try something new. Rediscover an old interest. Explore something new.
3. Be Active. Go for a walk or run. Step outside. Garden. Play a game.
4. Give. Do something nice for a neighbour. Thank someone. Volunteer your time.
5. Take Notice. Remark on the unusual. Notice the changing seasons. Savour the moment.

Regularly practising the Five Ways is beneficial for everyone, whether you have a mental health problem or not. It can provide much needed respite during this transition stage.

The [Joy app](#) helps you to find activities, groups and support offers near you. From walking groups to debt advice, it's about what matters to you.

Support

The council's [Community Support Hub](#) can be contacted to assist you with a variety of issues you may be struggling with.

For more specific support around domestic abuse, debt advice, please contact our website for the most up to date contact details.





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