Emergency accommodation
What to expect

This leaflet contains some basic information about what to expect if you are homeless and are offered emergency accommodation.

Will it be shared?

We try to place you in a self-contained accommodation wherever possible, however you may be placed in shared bed and breakfast hotel accommodation at first. The Government has set minimum standards for shared bed and breakfast accommodation which are summarised on the *Emergency accommodation - standards leaflet*.

Where will the accommodation be?

The council will try to find emergency accommodation in Croydon but often there are simply no vacancies in the borough. Therefore the accommodation could be in another borough or even outside London altogether.

We have provided information sheets listing local facilities for our most commonly used emergency accommodation and you will find the telephone numbers and websites of several local authorities at the end of this leaflet. Please see the information sheets: *Emergency accommodation – health and emergency accommodation – children and young people* leaflets for information about how to find health services and services for children and young people. For information on local shops, laundrette's and take-away restaurants you could ask other people living in the accommodation or, if you have access to a smart phone or the internet, search on Google maps.

How much will it cost?

Anyone staying in shared accommodation will face some additional costs. These include:

- Your rent. A room can cost from £180 per week for a single person to £192 per week for a family of five sharing. The temporary accommodation team will complete a housing benefit application with you before you move into your room.

- Even if you are eligible for housing benefit, you will need to pay a weekly service charge which pays for things such as heating, lighting and cleaning. The weekly service charge could cost from £20 to £40 depending upon the size of room you are occupying.

- You may not have access to a washing machine and may have laundrette costs.

- If you have furniture you will need to pay storage costs.

- As food storage may be limited in shared kitchens, your food shopping bill may be higher.

- The council may not be able to find accommodation close to home and this may result in increased travel costs.

How long will I stay?

• The Secretary of State considers bed and breakfast hotel accommodation and houses in multiple occupation (where kitchen and bathroom facilities are shared with other families) to only be suitable in an emergency for pregnant women and families with dependent children when there is no other accommodation available and then only for 6 weeks. We will try to move people on within this time but it is not always possible, particularly when a household needs a larger property or accommodation adapted for a disabled family member.

Where can I go for advice and guidance?

If you are worried about money and want to find out if you are eligible for additional benefits some sources of help are listed below:

- **Croydon Welfare Benefit hotline:** 0800 731 5920.
- **The Money Advice Service:** www.moneyadviceservice.org.uk
- **Citizens Advice Bureau (CAB):** Croydon - 020 8684 2236 or, to find your local bureau call 03444 111 444 or use the search facility on the CAB website www.citizensadvice.org.uk/index/getadvice.htm

Local authority contact details

Croydon Council
💻 www.croydon.gov.uk
📞 020 8726 6100

London Borough Barking and Dagenham
💻 www.lbbd.gov.uk
📞 020 8215 3000

London Borough of Bexley
💻 www.bexley.gov.uk
📞 020 8303 7777

Royal Borough of Greenwich
💻 www.royalgreenwich.gov.uk
📞 020 8854 8888

Hammersmith and Fulham
💻 www.lbhf.gov.uk
📞 020 8748 3020

Lambeth Council
💻 www.lambeth.gov.uk
📞 020 7926 1000

Lewisham Council
💻 www.lewisham.gov.uk
📞 020 8314 6000

Newham Council
💻 www.newham.gov.uk
📞 020 8430 2000

Redbridge Council
💻 www.redbridge.gov.uk
📞 020 8554 5000

Southwark Council
💻 www.southwark.gov.uk
📞 020 7525 5000

London Borough of Sutton
💻 www.sutton.gov.uk
📞 020 8770 5000

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