

Temporary homeless accommodation

What to expect if the council offers you temporary accommodation after you make a homeless application.

Temporary housing from the council

Your council might have a duty to rehouse you if you're homeless and meet extra conditions. For example if you have children or you are vulnerable. If the council accepts a duty it might offer you temporary housing while it looks for somewhere long term for you to stay.

Temporary accommodation might be:

- a council or housing association property
- a private rented property
- a space in a refuge or supported housing

Anything the council provides must be suitable for your needs.

Where the accommodation can be

The council must normally try to find housing for you in their area. They can offer you a property further away if there is no suitable housing in the local area.

The council must usually consider:

- how long it would take you to get to work
- where your children's school is
- any caring responsibilities you have

How long you might be there

There is no set period of time for how long you might be in temporary housing. You might have to stay there for months or years in an area with a housing shortage.

Factsheet

Paying the rent

If you're on a low income you can claim housing benefit or universal credit to help pay rent for temporary housing. Which benefit you need to claim depends on the type of housing the council offers you.

You might have to pay some service charges out of other income or benefits.

If the accommodation isn't suitable

You can ask the council for a review if they offer you something that isn't suitable. For example, if it's:

- unaffordable
- too far away from work or school
- unsuitable because of a health issue or a disability

You normally have 21 days to ask for a review from the date they offer you the property. You can accept the offer and then ask for a review. If you refuse the offer and the council decides that the property is suitable, it doesn't have to offer you anywhere else.

You can't ask for a review if you are in emergency accommodation that the council provides while it decides whether it owes you a duty. Get advice if you are in this situation as you might have other options.

You can get further advice from [england.shelter.org.uk/housing_advice](https://www.england.shelter.org.uk/housing_advice), a local Shelter advice service or local Citizens Advice.

If you have nowhere to sleep tonight, are at risk of harm or losing your home within the next 2 months, call Shelter Helpline on 0808 800 4444 for advice and information on your options. Calls are free from UK landlines and main mobile networks.

