

Homelessness – temporary accommodation factsheet

If you are homeless, we are here to provide support and assistance. Advice and information is available on our website, www.wigan.gov.uk/homelessness

- **What is Temporary Accommodation?**

Short term accommodation, for people who are homeless and have nowhere else to stay, and who the Council owes a Homeless Duty to under the Housing Act and the Homeless Reduction Act.

The temporary accommodation (TA) we use includes furnished houses and flats, family and single hostels, refuge accommodation and B&B accommodation. You may be able to make your own arrangements to stay with family or friends, however you will still be classed as temporary, as you have lost your original home.

There is an exceptionally high demand for temporary accommodation, and therefore, generally, we will only be able to inform you of your placement upon the day you require accommodation. We will always try to accommodate you within the borough but on occasion, we do need to use accommodation in other areas. It is not likely you will have a choice of temporary accommodation, due to the demand and limited availability, however, it will be suitable for the needs of your household.

- **Who is offered Temporary Accommodation?**

Temporary Accommodation is always a last resort, as we will always try to keep you in your home. Not everyone who is homeless would be offered temporary accommodation, and more information can be found on our website, or by speaking to your Homeless Solutions Officer.

- **I'm in Temporary Accommodation, what happens next?**

Each temporary accommodation is different, and you will receive an induction when you arrive to go through everything and ensure you feel comfortable. You will be allocated a support worker who can answer any questions you may have.

You will not be given additional priority by going into temporary accommodation than someone who was in your situation but had made their own arrangements for temporary accommodation, for example, staying temporarily with family.

We recognise that temporary accommodation, should be a short-term measure, and we want to help you find a new home as soon as possible. Therefore, we will need you to work with us to find an offer of suitable accommodation quickly. Under homelessness legislation, you will receive an offer of suitable accommodation to relieve your homeless situation. This may not be a Council Property, it may be within the Private Rented Sector, or via a Registered Social Landlord.

We understand that you may prefer to live in a specific area, and where possible, we will try to find you a home as close to that area as possible. However, due to the huge demand for all types of accommodation, and your urgent situation, it may be that you need to move to a different area. We can provide advice on schools, transport links and amenities within that area to help you settle into your new home.

It is very important to remember, in a situation where you are homeless, the most urgent priority is finding you a suitable home.