



Temporary Accommodation Policy

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1 Accessibility of Document

Our aim is to make our services easy to use and accessible for everyone.

We will take steps to make any reasonable adjustments needed for you to contact us, access our policies, or any requests to provide responses in other formats.

Depending on the individual's needs, these might include:

- Using larger print, or a specific colour contrast
- Giving more time than usual to provide information or comments on a complaint
- Using the telephone rather than written communication
- Communicating with a person through their representative or advocate
- Arranging a single point of contact
- Having an 'easy read' version of the document

If you would like to contact us about reasonable adjustments or alternative formats, please email edi@dacorum.gov.uk or call us on **01442 228000**

If you prefer to write to us, send your letter to:

**Equality, Diversity and Inclusion Team
Dacorum Borough Council
The Forum, Marlowes, Hemel Hempstead
Hertfordshire
HP1 1DN**

You can find information on Advocacy support here:

<https://www.dacorum.gov.uk/home/do-it-online/contact-us/advocacy-support>

2 What is the goal of the policy?

The aims of this policy are to:

- Provide suitable and effectively managed temporary accommodation to those who need it;
- Ensure we have a clear and consistent approach to offering temporary accommodation in Dacorum; and

3 Who and what does the policy impact?

This policy sets out how Dacorum Borough Council Housing Service will manage our Temporary Accommodation.

4 How does the policy comply with the law and other requirements?

The legislation listed below will be taken into consideration when implementing this policy:

- [The Housing Act, 1985](#)
- [The Localism Act, 2011](#)
- Housing Act 1996
- Homelessness (Suitability of Accommodation) Order 2012
- Homelessness Reduction Act 2017

5 Supporting Policies or Procedures

Procedures / Guidance / Impact Assessments

- Corporate Plan 2015 – 2020
- Homelessness Strategy 2016 – 2020
- Allocations Policy
- No Second Night Out Policy
- Licence Agreement
- Corporate Plan 2015 – 2020
- Homelessness Strategy 2016 – 2020
- Allocations Policy

6 EDI Statement

The Council is committed to promoting equality of opportunity. The Council has procedures in place to ensure that all individuals are treated fairly and without unlawful discrimination.

7 Policy Context

This policy supports the council's corporate priorities which are set out in ['Delivering for Dacorum – Corporate Plan 2020 – 2025'](#)

- Building strong and vibrant communities.
- Providing good quality affordable homes, in particular for those most in need

8 Suitability of accommodation

Referrals for temporary accommodation come via the homeless prevention team. Households are assessed as to whether they are eligible, homeless and in priority need. If approved, the household will be allocated a temporary accommodation property.

When a household is identified as being in need of temporary accommodation, we will work to ensure that they are placed in a property which is considered to be most suitable to their needs. This may be a room in shared accommodation, a bedsit, flat or house.

We aim to avoid using bed & breakfast accommodation as much as possible and will not place 16 and 17 year olds here under any circumstances. We will only place households in a bed & breakfast in the case of a severe emergency and we will ensure they remain there no longer than 6 weeks.

We work in partnership with neighbouring local authorities to access suitable and safe temporary accommodation when we need it, therefore in some instances, temporary accommodation offered may not be within the borough Dacorum.

We will not place sufferers of domestic abuse into a temporary accommodation property and in the first instance will place them into an appropriate Refuge. If, later in the process, the resident wishes to apply for

housing in Dacorum then written confirmation that they are safe in the borough will be required from all relevant services (e.g. police, social services, Independent Domestic Violence Advisor etc.) before placement is considered.

There is a right of appeal for residents of temporary accommodation if they consider their accommodation to be unsuitable for theirs or a member of their households needs. To request an appeal in this instance, please email homelessprevention@dacorum.gov.uk.

9 Management and safety in temporary accommodation

All of our temporary accommodation properties are managed by our Temporary Accommodation Officers. They carry out randomised weekly and monthly checks which consist of:

- Estate inspections of outside areas;
- Internal communal area checks;
- Room / property inspections; and

- Health & safety checks e.g. fire alarm.

All of our multi-occupancy temporary accommodation sites have CCTV in place monitoring both external areas around the building, as well as internal communal areas e.g. corridors between rooms. This CCTV is monitored by community control operatives who will notify the housing service of any issues that may arise or in the case of an emergency, alert the police.

Residents of temporary accommodation must adhere to their licence agreement. This includes paying weekly rent, appropriately maintaining their property and not engaging in anti-social behaviour. If residents do not adhere to license agreements, they will be issued with a warning letter. On the third consecutive warning for rent arrears or anti-social behaviour, the household will be issued with a 28-day notice to leave the property.

We are not required to go to court to seek possession of a temporary accommodation property. We may also use immediate eviction powers in cases of serious anti-social behaviour or in situations where it is believed that other residents, members of the public, a contractor or our staff are at serious risk of harm.

Tenants may be able to keep a domestic pet in temporary accommodation; this will be at the discretion of the Temporary Accommodation Officer. Pets cannot be kept in emergency accommodation such as a hostel, bed and breakfast or hotel.

10 Support for residents

The main aim of temporary accommodation is to provide short-term, emergency housing for those who need it. We ensure that support is available to our temporary accommodation residents throughout their stay, which will help them to achieve a prompt and successful move into a more permanent home.

Each resident is allocated a Welfare and Sustainment Officer who will work with them to ensure their licence conditions are met and to draw up a support plan. Support plans are tailored and specific to individual households and can involve a variety of stages, including (but not limited to):

- Support with finding employment (e.g. attending job centre appointments with residents if required or helping residents to access education to improve employment prospects);
- Support to ensure that any children within the household are able to maintain school attendance;
- Help in applying for benefits that the household may be entitled to;

temporary accommodation e.g. health visitors or representatives from local children's centres to monitor the wellbeing of any children and offer advice regarding schools and local playgroups.

If a positive decision is made following a housing application, the Welfare and Sustainment Officer will continue to offer support to the household for 6 months once they have moved into their new home. This support will include: ensuring benefits are in place, offering advice and guidance around maintaining a tenancy and generally monitoring property condition.

11 Discharge of duty and eviction

In the event of a positive decision following a homelessness application and the resident is waiting to be housed, they must continue to adhere to their licence agreement. If the licence agreement is not adhered to, we may take action that can lead to discharge of duty and ultimately an intentionally homeless decision.

If a negative homelessness decision is made following an application, the household will be required to move out of their temporary accommodation property. If a review of the decision has been requested, then the household can also request to remain in their property while this review takes place. Approval for the household to remain will be agreed at the discretion of the Temporary Accommodation team.

If a resident is found to not be occupying their allocated temporary accommodation property as their main residence, then we will take action towards eviction. If we offer suitable temporary accommodation and it is turned down by the household, then we will discharge our temporary accommodation duty.

12 Policy Review

12.1 You can find external policies on the Council's website. If a policy has been updated or reviewed, these changes will be shown in the website copy. Internal policies are stored on the Council's intranet (SharePoint) alongside supporting information.

13 Appendix

13.1 Appendix 1 - Policy Information

N.B. Wherever possible, please use job titles as well as names.

- **Document Owner:** Oliver Jackson
- **Service:** Housing Operations
- **Approval Body:** HSLT
- **Author:** Lynne Hunt
- **Directorate:** Housing Operations
- **Date of Publication:** May 2024
- **Date of Review:** May 2026

List Non-executive partners: (any team, external body contributing to policy/strategy)

13.2 Appendix 2 - List of Version Control

Revision date: 08/2023

Previous revision date: DD/MM/YY

Summary of changes: What has changed? E.g. new personnel or positions mentioned, or substantive policy changes.

Approved by: (e.g. named officer, SLT, Cabinet)

Next review date: MM/YY