

Managing your temporary accommodation

Our services

Our Temporary Accommodation Team are responsible for providing suitable emergency and temporary accommodation for homeless households (including single people). We also manage your tenancy and rent account and, in some cases, maintain your property.

Our promise

If you live in temporary accommodation

- We will visit you within six weeks of you moving into temporary or emergency accommodation
- We will help you to keep your tenancy by working with other council departments, support agencies and organisations to provide help on other areas that will allow you to live independently (such as claiming Housing Benefit and Child Benefit).
- We will help you to fill in your Housing Benefit forms and claim all the benefits you are entitled to.
- We will act as a liaison between you and your landlord.
- If you cannot come into our offices for an appointment, we will visit you in your own home within three days of you asking us to. If it is an emergency, we will visit you on the same day.
- We will set up your rent account within 48 hours of receiving all documents and end your rent account after you have given us 48 hours' notice.
- We will send you rent statements every 13 weeks and give you at least four weeks' notice if your rent is going to change.

When you report a repair

- We will give your repair a category according to how urgent it is and deal with it within:
 - 24 hours if it is an emergency repair, such as flooding or loss of electricity;
 - 48 hours if it is urgent, such as restoring heating and hot water or repairing blocked waste pipes;
 - three working days if it is a 'Priority A' repair, such as mending minor leaks and repairing taps;
 - 20 working days if it is a 'Priority B' repair, such as blocked or damaged gutters or a broken window; and
 - 80 working days if it is a 'Priority C' repair, such as plastering work.

If you live in a hostel

- We will inspect and clean all shared areas every week.
- We will carry out a health and safety inspection every week.
- We will carry out a gas safety inspection every year.

We will also visit you four times a year to:

- check you are living there;
- find out if you have any problems or issues with your property;
- find out if there has been a change in your circumstances; and
- keep you up-to-date with our housing options

How you can help us

- Please provide all documents and supporting information when you are asked to.

Find out more

Address: Temporary Accommodation Team
Urban Environment
1st Floor, Apex House
820 Seven Sisters Road
London
N15 5PQ

Phone: 020 8489 4438

E-mail: temporary.accommodationteam@haringey.gov.uk

