

Monday - Friday
9.00am - 5.00pm



56728

For free translation phone

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বিনামূল্যে অনুবাদের জন্য টেলিফোন করুন
Za besplatne prevode pozovite
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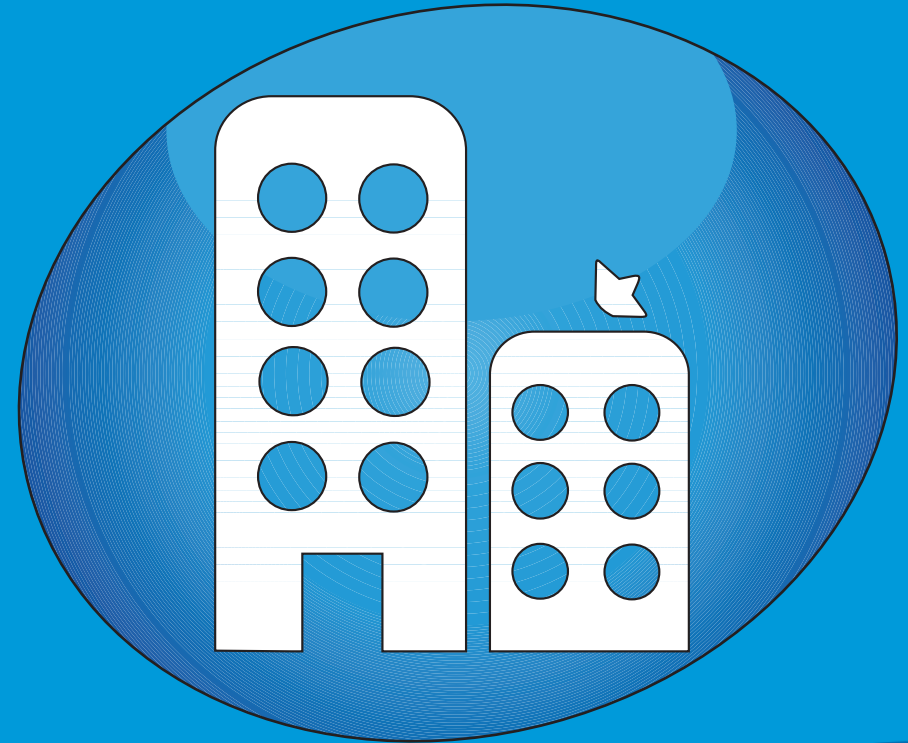
निःशुल्क अनुवाद के लिए कृपया फोन कीजिए
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സൗജന്യമായ തർജ്ജിമയ്ക്കായി ബന്ധപ്പെടുക
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Перевод – бесплатно. Звоните.
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Ücretsiz çeviri için telefon edin.
Điện thoại để được thông dịch miễn phí.

مفت ترجمے کے لئے ٹیلیفون کیجیے۔

Temporary Accommodation

Your questions answered



Temporary Accommodation

Your questions answered

This guide gives you the important information you need to know whilst you are living in accommodation provided by the Housing Options Service.

The Private Renting Scheme – an alternative route to a new home

Have you considered private rented accommodation? We have a Private Renting Scheme that could help you find a property. The scheme can rehouse you in an area and property of your choice. For more information contact your Housing Officer.

Contact details

Housing Management Team, Albert Jacob House,
62 Roman Road, Bethnal Green, London E2 0PG

Email: homeless@towerhamlets.gov.uk

The Housing Management Team will try and answer your questions but if they can't they will be able to pass you on to the officer best suited to help you.



2008 - 2009
Reducing Re-offending



INVESTOR IN PEOPLE



The Government Standard

About your temporary accommodation

Who manages your temporary property

Accommodation provider's name: _____

Contact number: _____

Repairs contact number: _____

Emergency contact number: _____

Property inspections

You can expect to be visited at least 3 times a year by your accommodation provider or your Housing Officer to make sure the property meets all safety standards and is in good order. We will try to ensure the times we visit are convenient and cause you the minimum of disruption.

Repairs

For all repairs contact your accommodation provider who will arrange for the repair to be carried out. You can expect your repair to be done within the following timescales:

- emergency repairs will be made safe in 24 hours
- urgent repairs in 5 days
- standard repairs up to 25 days.

Fixtures and Fittings

All temporary properties contain a cooker, curtains and floor coverings. You will be charged for any damaged or missing items.

Emergencies

In case of fire, flood or other emergency that leaves your property uninhabitable, please inform your accommodation provider, without delay, on the emergency contact number above.

Outgoings

You are responsible for the outgoing associated with your property such as:

- Rent
- Council Tax
- Gas and electricity
- Water
- TV licence
- Contents insurance

Rent

Most temporary accommodation rent accounts are managed by the Housing Management Team, except for clients living in properties managed by Genesis Housing Association and Spitalfields Housing Association.

It is vital you keep your rent account up to date. We will contact you promptly if you fail to pay your rent and may also visit you at home.

Rent arrears affect your bidding

If we accept a duty to rehouse you into permanent accommodation, you will be able to bid for properties through the Homeseekers Scheme.

However, if you are in arrears this may prevent you being offered permanent accommodation. Please refer to the Council's Lettings Policy for a detailed explanation of the current policy on rent arrears and re-housing.

We always check a client's rent account before any offer is made.

Rent arrears

Rent arrears can lead to eviction

If you have problems paying your rent contact your Housing Officer. We want to work with you to prevent rent arrears.

If you should incur arrears, we will work with you to agree a payment plan.

If you do not work with us to keep your rent account in order, we will start legal proceedings to evict you. Initially we will issue a Notice to Quit your home and will follow this up with Court proceedings and Bailiffs action to evict you.

If you are evicted the following is likely to happen:

- You are likely to be found intentionally homeless, your homeless application will close and you will have to find your own accommodation.
- You will have a County Court Judgement against your name that will affect your credit rating.
- You still have to pay the arrears and the Formers Arrears Team will pursue recovery of the debt.

Ways to pay your rent

Rent payment card

Can be used at any Post Office, Paypoint or Payzone outlet. If you do not have a rent payment card call your Housing Officer and you will be sent a replacement.

By telephone

Pay by debit or credit card on our 24 hour automated payment line on 020 7364 3800

Or phone your Housing Officer who can also take debit or credit card payments over the phone.

By standing order

Regular payments can be taken from your bank account. Please contact your Housing Officer for the form to set up a standing order.

In person

You can pay by cash, debit or credit card at the Payment Point (Cashiers Office), 62 Roman Road, E2 OPG.

Housing Benefits

All Housing Benefit claims are processed by the Homeless Housing Benefit Team based at the Housing Options Service. Whatever type of managing agent you have, or, whichever borough your property is located in, this team will process any Housing Benefit claim you make.

Problems can occur during a Housing Benefit claim if you fail to supply the documents required within the deadlines given to you. Make sure your claim is processed successfully or you may lose benefit and find you have large rent arrears to pay.

Housing Benefit is generally payable to people in receipt of welfare benefits, but you may also be entitled if you are working.

Often even when Housing Benefit is being paid you may find there is a small weekly sum to pay, this is commonly a charge for water or heating that is included in the rent but not covered by Housing Benefit. Please ensure you read letters carefully, check your rent statements and understand clearly what you need to pay.

To contact Housing Benefits call: **020 7364 5001**

Outgoings

Council Tax

You are responsible for registering for Council Tax, this is a legal requirement. People on benefits or low incomes can apply for Council Tax Benefit. If you need this benefit and fail to apply you may build up a large debt that you will have to pay.

If you live inside Tower Hamlets your Council Tax Benefit claim will be made when you apply for Housing Benefit. If you do not claim Housing Benefit, you need to contact Tower Hamlets Council Tax Team.

If you live in another borough you need to register with that local authority and apply for Council Tax Benefit from that borough.

See Local authority contact numbers at the back of this guide.

Gas and electricity

It is important you tell your energy providers that you are the new occupier. If you are not sure who your providers are you need to ask your managing agent.

Outgoings

Water

Most households need to pay their water rates directly to the water company. There are some households however where the water rates are included in their rental charge.

If you want further explanation on this please contact your accommodation provider.

TV Licence

If you have a TV you are required by law to pay for a TV licence every year.

Insurance

You are responsible for any damage or loss to your personal belongings and are advised to purchase contents insurance.

Your obligations as a tenant

By signing your tenancy agreement you have agreed to a number of obligations that include:

- **Rent**

You must make sure your rent is paid. If you need to claim Housing Benefit, you are required to ensure it is being paid.

- **Noise, nuisance and anti social behaviour**

You, your family, friends or visitors must not cause any nuisance, annoyance or harassment to other residents. Examples of such actions include, but are not limited to, loud noises, noise audible outside the accommodation at unsocial hours, abusive, offensive, racist, sexist or criminal behaviour.

- **Damage**

You must not cause damage to either the property or the fixtures and fittings. This includes writing or drawing on internal walls and/or doors and damage to windows. If you do so you will be charged for any repairs or replacements.

- **Keys**

You will be given one set of keys (and often a fob). You must take care not to lose your keys/fob as you will be charged for replacements. You will be expected to hand back all your keys/fobs at the end of your stay.

Your obligations as a tenant

- **Reporting repairs**

You must report repairs to your accommodation provider as soon as possible to ensure good maintenance of the property.

- **Pets**

You are not permitted to keep pets.

- **Changes to your household**

If a member of your household leaves or someone joins your household to stay or live with you, you must inform your Housing Management Officer immediately. If someone becomes pregnant or a baby is born please inform your Housing Management Officer as soon as possible.

*If you fail to abide by these obligations,
it can lead to eviction.*

Your obligations as a tenant

Staying away

If you want to stay away from your temporary accommodation for more than 3 days you must inform the Homeless Service. If you are away for longer and you fail to tell us before you go we may consider you have abandoned your property and end your tenancy.

- **Holidays:** you must inform us before you go away on holiday
- **Hospital:** if you go into hospital please make sure we are informed
- **Prison:** if you are imprisoned please make sure we are informed

To discuss staying away call your Housing Officer.

Tenancy sustainment

If you are finding it difficult to manage your temporary accommodation please contact your Housing Officer who may arrange additional advice or support for you.

Your obligations as a tenant

Misuse of accommodation

Your temporary accommodation has been provided for the use of you and your household only. It is expected that you will reside there on a full time basis. The following would be considered misuse of the accommodation:

- Not staying at your property on a full time basis - You must inform your Housing Management Officer if you are going on holiday, into hospital or are imprisoned.
- Allowing others to reside with you without the permission of the Housing Options Service
- Sub letting your property to others, or allowing others to stay in your place
- Allowing the property to be used for illegal purposes

The Housing Options Service needs to ensure temporary accommodation is only allocated to households in need. Households who misuse temporary accommodation as described above are likely to be evicted.

Eviction

The Homeless Service will consider eviction if the following occur:

- You fail to pay the rent
- You fail to abide by your tenancy obligations
- You misuse the property
- You stay away without our knowledge

Local Authority information

London Borough of Tower Hamlets

Main contact number: 020 7364 5002

Web site address: www.towerhamlets.gov.uk

London Borough of Newham

Main contact number: 020 8430 2000

Web site address: www.newham.gov.uk

London Borough of Redbridge

Main contact number: 020 8708 4315

Web site address: www.redbridge.gov.uk

London Borough of Hackney

Main contact number: 020 8356 3000

Web site address: www.hackney.gov.uk

London Borough of Waltham Forest

Main contact number: 020 8496 3000

Web site address: www.walthamforest.gov.uk

London Borough of Enfield

Main contact number: 020 8379 1000

Web site address: www.enfield.gov.uk

London Borough of Barking & Dagenham

Main contact number: 020 8215 3000

Web site address: www.barking-dagenham.gov.uk

London Borough of Havering

Main contact number: 01708 433 997

Web site address: www.havering.gov.uk

London Borough of Haringey

Main contact number: 020 8489 1000

Web site address: www.haringey.gov.uk

Our Customer Promise

When you meet us we will:

- Be polite, helpful, honest and treat you fairly
- Keep the matter confidential

When you visit our offices we will:

- Aim to start dealing with your enquiry within 15 minutes
- Provide you with translation and interpretation if required
- See you in private room if you prefer

When you phone us we will:

- Aim to answer your call within 5 rings
- Greet you and give you our name and the name of the service

When you write to us by letter, email or fax we will:

- Reply within 10 working days
- Always try to use plain language

When we visit you in your home we will:

- Always show identity cards and treat your home with respect

We want your feedback ... including any complaints

To improve our service we need your feedback, whether it is a comment, compliment or complaint. If you make a complaint we will carry out independent and fair enquiries as quickly as possible.

To give us your feedback you can:

- Speak to a member of staff
- Write to us at Quality Team, Albert Jacob House, 62 Roman Road, Bethnal Green, London E2 0PG
- Email us at homeless@towerhamlets.gov.uk