

Service Standards

Temporary Accommodation

Temporary accommodation is used by the Council to house people in the short-term, or until permanent accommodation is secured. The Temporary Accommodation Services will assist you in this process.

If you visit us at our offices based at Solar House we aim to:

- See you within five minutes of your appointment time.
- If you do not have an appointment, you will be interviewed to assess the urgency of your query within 15 minutes. You will then be offered an appointment to return or be asked to wait for a duty officer.

When you accept an offer of a temporary home we will:

- Provide you with a welcome pack either during the sign up for a property or when provided with keys for a property managed by a Managing Agent.
- Visit you within one month of you moving in. This may be a visit from the Council or one of its Managing Agents.
- Ensure the property we offer you is in a reasonable standard of repair and decoration and ready to occupy.
- Deal with any issues with the property within 5 working days or tell you what is going to happen next.

When collecting rent we aim to:

- Tell you how much you are expected to pay, when you are offered accommodation.
- Send you a quarterly rent statement (via Newham Homes).
- Send you an annual notification of your rent and service charge liability.
- Inform you in writing of any other increases we make to your payment obligations, a minimum of 28 days before it takes effect.
- Offer advice or refer you for specialist support and information within 14 days where it is identified you are having difficulties meeting your rent obligations.