

Temporary Accommodation – What Can You Expect?

Temporary accommodation is the name given to the accommodation that is offered to people who ask for help from Aberdeenshire Council because they are homeless.

You may be offered short term temporary accommodation whilst we investigate your homeless application or longer-term temporary accommodation until we are able to find you somewhere to stay permanently if we have a homeless duty.

Accommodation will be arranged by the Housing Officer dealing with your homeless application or our emergency service if it is an “out of hours” emergency.

Emergency accommodation can be offered anywhere in Aberdeenshire and to begin with may be within one of our residential accommodation units in Inverurie or Peterhead. The location offered will be determined by availability.

Meeting Needs – Location, Size and Disabilities

We aim to offer you temporary accommodation that is suitable for all your needs and in an area of your choice, but this may not always be possible. Aberdeenshire is a large rural area made up of many small towns and villages and we do not have temporary or permanent accommodation available in all areas. Our focus is to ensure you have a safe place to stay until your homelessness is resolved. You may not be able to choose where you stay or the type of temporary accommodation you stay in. We will try to keep you near to existing support networks however if that is not possible we will move you back if we can when a property becomes available.

We may also be unable to provide the correct size of temporary accommodation to meet your needs. If we are unable to do so we will continue to look for something more suitable to move you to as soon as we can, however in the same way as location due to the rural location we are unable to have available accommodation of all sizes in all locations.

We will always take account of any types of disabilities. If you have mobility issues the council does have some properties available however like other temporary accommodation these are not in all locations. Our residential accommodation units are fully accessible.

Types of temporary accommodation

There are lots of different types of temporary accommodation within Aberdeenshire, but it is all of a high standard and has carpets and window coverings along with white goods. Furnishings, where provided, meet appropriate legal standards.

Residential Accommodation Units also known as Hostels – Katteburn Court, Peterhead and Stonefield House, Inverurie are modern, and purpose built that provide short term accommodation with placements for a maximum of 7 days. Each

room is private and en-suite with access to a shared kitchen and communal sitting room as well as having some kitchen facilities in the room. Entry is controlled and managed by staff who work 24 hours per day. In some instances, you may need to stay longer however we will do all we can to avoid this. Sometimes you may decide you want to stay longer however this can only be agreed depending on the situation and availability.

Shared temporary properties – We have some two bed properties that provide temporary accommodation for a maximum of two people. Bedrooms are private but other facilities are shared. Utility costs and Council tax are included within the rental charge.

Self-contained furnished tenancies – these are individual properties which are let furnished (part or fully). Part furnishings include carpets, window coverings and white goods while fully furnished includes other household items such as bed, sofa and crockery etc. Some of these are leased from Housing Associations but the majority are council owned. Occupants are responsible for the costs of services and Council Tax.

Charges for Temporary Accommodation

You will be charged the rental for the property together with any service charges or Council Tax if appropriate. The cost will vary depending on the type and size of the property. You will be given guidance on current rental charges and advice to claim for assistance if you are unemployed, receiving benefits or on a low income.

The cost of temporary accommodation in 2024 is:

- Hostel rate per day £60 (including heating, lighting & council tax)
- Weekly rent of shared accommodation £110 (including heating, lighting & council tax)
- Weekly rent of a one* bed tenancy £130 including service charges
- Weekly rent of a two* bed tenancy £160 including service charges
- Weekly rent of a three* bed tenancy £190 including service charges

Service charges include the costs of managing the accommodation and furnishings and equipment.

* The accommodation is charged based on size not on the number of people in the household

Furniture and storage

If you have your own furniture or bulky belongings, you should try to arrange storage before you have to leave your accommodation. If you have no arrangements to keep your furniture and belongings safe, we may be able to help you with storage. You

may be responsible for the costs of storage depending on your income. We have a contract with one provider and if we help with this, we are required to use this company.

If you know you will have a problem with storage or access to furniture for your temporary or permanent accommodation, you should tell the Housing Officer dealing with your application as soon as possible.

Refusing Temporary Accommodation

You will receive the most suitable offer of temporary accommodation we can provide at the time you ask. Due to supply and demand we are unable to offer multiple offers of accommodation however if you are moved to a property which is not in a location that works well, we will do what we can to move you to something more suitable if this is what you want. We also understand some people may be able to source their own temporary accommodation with friends or family rather than accept something the council can provide for a very short period of time however we would not consider this a long-term step.

If you feel that your temporary accommodation does not meet your needs, you should speak to your housing officer.

How long will I stay in Temporary Accommodation?

It is not possible to say how long you will be in temporary accommodation as it depends on your circumstances, the choices you make and how flexible you are prepared to be, together with the availability of accommodation. You will be encouraged to select a wide range of areas and to bid on suitable properties that are advertised. Aberdeenshire Council has implemented a rapid rehousing approach, and we will try to identify permanent accommodation as quickly as we can however this is dependent on suitable accommodation to meet your needs being available.

Pets

You will not be able to have your pet with you in our short stay hostel accommodation. We encourage you to consider alternative short-term options or to speak to us and we can investigate boarding kennels. You may be responsible for the cost depending on your income. You will also need to show proof of vaccination as Kennels will not accept animals who are unvaccinated.

We will try to reasonably accommodate you and your pet in one of our self-contained properties as quickly as possible, but choices may be limited and this may involve moving away from your ideal location.

We promote responsible pet ownership and understand the significance of the relationship that you may have with your existing pets however we would ask that you do not take on any new pets while in temporary accommodation. You should be aware that you may incur charges for any additional cleaning that may be required when you leave the accommodation arising from the presence of pets.

Occupancy Agreement

You will be required to sign an occupancy agreement and inventory when you are offered temporary accommodation. This details your rights and responsibilities as the occupant and covers your actions and those of any visitors to the property.

Should you breach your agreement before we have discharged the homeless duty, we may need to review the placement. We will carry out a risk assessment and assess what accommodation we have but we may be limited in being able to provide alternative appropriate temporary accommodation depending on what is available.

Support

If you would benefit from additional housing support a referral can be made at any time. In addition, we can also help with specialist support for young people, victims of domestic abuse and the LGBTQ+ community. Please speak to your housing officer if you would like a referral to be made.

Can I look for my own property?

It is important to consider all your options and ensure that you bid for suitable properties advertised through Aberdeenshire Council Housing Register (Housing Online) and advertised by Housing Associations at These Homes.

You may identify a private rented property that meets your needs, and you should contact the Housing Officer dealing with your homeless application to discuss this. We can assist with the provision of a rent deposit guarantee and provide further advice and assistance.

Emergency Situations such as Fire, Flood, or other Natural or Man-Made Disasters

During times of a major incident such as wide scale flooding or other emergencies where the council needs to deal with a lot of homeless people at the same time it may not be possible for the council to meet the standards within this leaflet and other types of accommodation and other locations may need to be used.

What if I am unhappy about something?

If you are unhappy with the way your case is being handled, you should try and speak to your housing officer in the first instance. If you don't want to do this or are not happy with the response, you should ask to speak to the Senior Housing Officer or Team Leader. If you remain unhappy you can ask for the Housing Service Manager to review your case or alternatively make a complaint via the council's complaints process that any member of the team will share with you.

Contact details

Housing Options & Homelessness Advice – 01467 530577

Homelessness Emergency Help – 03456 081206