

Temporary Accommodation



সাময়িক বাসস্থান (Bengali)

Προσωρινή στέγαση (Greek)

Alojamento temporário (Portuguese)

Degaanada ku meelgaarka ah (Somali)

Alojamiento Temporal (Spanish)

Geçici konutlar (Turkish)





To meet our standards when providing temporary accommodation, we will aim to:

- Treat you with dignity and respect, and deal with your enquiries in a polite and helpful way.
- If you are homeless and eligible for temporary housing, we will find you suitable temporary accommodation on the same day that you apply.
- Provide you with safe, secure and accessible accommodation.
- Make sure that all shared areas are professionally cleaned regularly.
- Make sure that your accommodation is suitably furnished.
- Allocate you a named Temporary Accommodation Officer who will be your first contact point.
- Give you clear details about the amount of rent you have to pay and give you regular information about your rent account.

- Help you claim Housing Benefit to help pay your rent, if you are eligible.
- Make sure that your temporary accommodation is checked regularly to make sure that it is safe and secure, and that any necessary repairs are noted.
- Have repairs carried out promptly and keep you informed of their progress.
- If you need extra support, we will put you in touch with a dedicated support worker or agency.

What type of temporary accommodation will I be offered?

- Initially, we will offer you 'first stage' temporary accommodation, which will be either in a reception centre or in a short-term licensed property in the private sector.
- This accommodation can be either shared or self-contained. In shared accommodation you will have your own bedroom

- (which you can lock) but you will share other facilities such as kitchens, bathrooms and toilets.
- The accommodation may be either within Islington or in another London borough. If you have to stay within Islington, we will try to meet your needs.

How long will I stay there?

- Depending on your circumstances, after between about three and nine months we will offer you either permanent or 'second-stage' temporary accommodation (depending on what we have available).
- Second-stage temporary accommodation is usually a self-contained flat or house in the private sector, where you can live until we can offer you permanent accommodation. This stage could last for about three years.



Contact us

Initially, please contact your reception centre, or your Temporary Accommodation Officer (whose name and contact details you will have received when you first moved into your accommodation).

If they cannot answer your query at that stage, you can contact a manager on 020 7527 8689 for reception centres or 020 7527 6076 for other temporary accommodation.

To complain, comment or compliment

Homes for Islington welcomes your feedback, whether you are unhappy and wish to complain, or you feel we have provided an excellent service.

Please speak to a member of staff or pick up the 'Complaints, comments and compliments' leaflet at your area office or visit our website at www.homesforislington.org.uk.



This leaflet is about temporary accommodation and the standards you can expect from Homes for Islington.

If you need a translation or more information in your own language, please contact your area housing office. Telephone numbers are below.

এই প্রচারপত্রটি সাময়িক বাসস্থান এবং আপনারা ট্রান্সপার্ট ফর্সা ওলিম্পিকবীসয় এর কাছ থেকে যে মানের পরিষেবা প্রত্যাশা করতে পারেন সেই সম্পর্কিত।

আপনার যদি নিজের ভাষায়, এটির অনুবাদ চান অথবা আরও তথ্য চান, তাহলে অনুগ্রহ করে আপনার এলাকার আবাসন অফিসের সঙ্গে যোগাযোগ করুন। টেলিফোন নম্বর নিচে দেওয়া হল। (Bengali)

Αυτό το φυλλάδιο αφορά στην προσωρινή στέγαση και τα πρότυπα στέγασης που μπορείτε να αναμένετε από την Homes for Islington. Εάν χρειάζεστε μετάφραση ή περισσότερες πληροφορίες στη γλώσσα σας, παρακαλούμε να επικοινωνήσετε με το στεγαστικό γραφείο της περιοχής σας. Παρακάτω θα βρείτε τους σχετικούς αριθμούς τηλεφώνου. (Greek)

Este folheto informa sobre o alojamento temporário e os padrões que pode esperar da Homes for Islington.

Se precisar de uma tradução ou de mais informações no seu idioma, contacte o gabinete de habitação (housing office) da sua área, pelos números indicados abaixo. (Portuguese)

Waqaddan waxay ku saabsan ahay degaanada ku meelgaarka ah iyo heerarka aad ka rejeyn karto Homes for Islington.

Haddii aad u baahan tahay tarjumaad ama warar dheeraad ah oo luuqaddaada ah, fadlan la xiriiir sarkaalka guriyeynta nawaaxigaada. Lambarada telefoonadu waxay ku yaalaan hoos. (Somali)

Este folleto informa acerca del alojamiento temporal y de los niveles de servicio que puede esperar de Homes for Islington.

Si necesita una traducción o más información en su propio idioma, por favor póngase en contacto con la oficina de alojamiento de su área. Encontrará los números de teléfono abajo. (Spanish)

Buu broşürde geçiçi konutlar ve Homes for Islington Konut Kurumu'nun bu konuda yerine getirmesi gereken hizmet standartları anlatılmaktadır.

Türkçe'ye çeviri gerekiyorsa ya da daha fazla bilgi almak istiyorsanız, yörenizdeki konut bürosuna başvurabilirsiniz. Telefon numaralarımız aşağıdadır. (Turkish)

If you would like this document in another language, LARGE PRINT, audio tape, Compact Disc or in Braille please contact your area office.

Central Street 020 7527 6250
Holland Walk 020 7527 7480

Lyon Street 020 7527 6880
Upper Street 020 7527 5300



**Homes for
Islington**