

Overview

This standard is about obtaining, monitoring and managing temporary accommodation, such as “bed and breakfast”, hostels and self-contained flats or houses, which can be owned by private landlords, councils, housing associations, or charities. Other options may involve arranging a temporary private let. Customers may include families and disabled or special needs customers.

This process is managed by local authorities, providing the customers fit the criteria of being in priority need and are vulnerable enough to be in an emergency category.

You should operate within housing sector requirements of each devolved nation.

Performance criteria

You must be able to:

1. confirm customers' eligibility and levels of urgency in relation to their accommodation needs as allocated by local authorities
2. identify the type, size and locations of properties available to be allocated by the local authority
3. maintain accurate and up-to-date information on available temporary accommodation within the locations covered by your organisation
4. confirm the nominations of suitable accommodation made by local authorities to ensure they meet household requirements
5. allocate and offer the accommodation that match the type, size and location of available properties
6. liaise with landlords and other organisations to arrange temporary accommodation for customers
7. identify and provide suitable temporary accommodation for eligible customers within your organisation's required timescales
8. confirm the duration of temporary accommodation to customers and explain options after expiry of temporary rent
9. offer temporary accommodation to customers in accordance with their needs and preferences confirm the required documentation for arranging the temporary tenancy
10. explain your organisation's appeals and complaints procedures to the customers
11. provide additional information and advice to customers to support them with their accommodation needs
12. identify and record issues with temporary accommodation or adjustments required for disabled customers
13. take relevant action to confirm that problems are rectified, and adjustments for disabled customers have been made to the accommodation
14. monitor temporary accommodation to confirm it meets relevant organisational and statutory standards
15. confirm the provision of "floating support" for customers with special needs
16. assist in monitoring and controlling the rent costs of temporary accommodation

Knowledge and understanding

You need to know and understand:

1. the relevant eligibility criteria for temporary accommodation used by local authorities
2. the procedures which your organisation has in place for monitoring and recording temporary accommodation
3. the relevant legal or organisational constraints on allocating temporary accommodation
4. the range of available temporary accommodation
5. the duration of stay at temporary accommodation and the options after it ends
6. the difference between temporary accommodation and interim accommodation
7. the types of customers requiring temporary accommodation
8. the eligibility criteria for temporary accommodation
9. the relevant screening and checking procedures for customers prior to offering them temporary accommodation
10. the range of additional adjustments and considerations for disabled or special needs customers
11. how to assess the suitability of customers for temporary accommodation
12. how to process and manage temporary tenancies
13. how to confirm the health, safety and security of yourself and customers
14. the responsibilities of your organisation and customers regarding the condition of the temporary accommodation
15. your organisation's performance targets for minimising the use of temporary accommodation
16. your organisation's appeals and complaints procedures
17. the reasons why accommodation must meet minimum health and safety standards
18. the limits of capacity of temporary accommodation
19. the limits of your own responsibilities and the consequences of operating outside these limits
20. how to monitor and control the rent costs of temporary accommodation for your organisation
21. your organisation's appeals and complaints procedures
22. the role of Housing Ombudsman in relation to handling complaints
23. your organisation's procedures for dealing with problems identified by

customers

24. your organisational customer service standards and equality and diversity

policy

25. your organisational standards which help the customers with their equality and diversity challenges

26. the relevant nation-wide and nation-specific legislation and regulations in the housing sector

Manage temporary accommodation

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Suite	Housing
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