

What about my children's schooling?

During your homeless interview the homeless officer will ask questions about your children's needs. If necessary, transport can be provided to ensure that your children can continue attending their present school while you are in temporary accommodation.

What happens if I have pets?

No accommodation is provided for pets. You should contact your local Animal Welfare Centre for advice.

What about my furniture?

If you have furniture, which requires storage we can arrange this. There may be a charge for this depending on your income.

Support while in Temporary Accommodation

During your interview your homeless officer will ask about any support needs you may have.

When you are offered temporary accommodation you will be allocated a support worker. Your Support worker will provide practical help and support while in temporary accommodation and in settling into permanent accommodation.

Failure to accept the housing support offered may result in your temporary accommodation being withdrawn.

We also work closely with other council departments and local advice and support agencies to make sure that you get any assistance you require.

This leaflet is available in other languages and formats on request.

یہ کتابچہ درخواست کیے جانے پر دوسری زبانوں اور اشکال میں دستیاب ہے۔

本手冊備有其它語言和格式的版本以供索取。



What type of temporary accommodation will I get?

The type of accommodation used by the council includes:

- A council hostel in Ayr with private rooms en suite shower and shared facilities
- A council hostel of self-contained flats in Troon
- A hostel in Ayr for single people and childless couples run by Blue Triangle Housing Association
- A hostel in Ayr owned and run by Women's Aid
- Fully furnished flats owned by the council or an RSL
- Unfurnished flats owned by the council or an RSL
- Direct Access Resource
- Local Bed & Breakfast establishments

Because of the high demand on the council's homeless service you cannot choose the temporary accommodation you wish to stay in.

You may find that you stay in 2 or 3 different kinds of accommodation, while your application is assessed or before you get your own accommodation.

We will deal with your application as quickly as possible.

Will I have to pay rent?

Yes. There is a rent charge for all types of temporary accommodation. The cost will vary depending on where you are staying and what your income is. You can apply for housing benefit to cover your rent.

How to claim Housing Benefits

However, please note that there are some charges, which will not be covered by housing benefit:

Bed and Breakfast accommodation: there will be a charge for breakfast and use of amenities for adults and children over 2, which everyone must pay.

Hostel accommodation: there is a small amenity charge, which everyone must pay.

Temporary furnished and unfurnished flats: tenants are responsible for paying for their own gas, electricity, council tax and telephone.

You will be given a housing benefit application form to complete when you are offered temporary accommodation. You can also get advice on your claim from Unified Benefit Services who are based in each area housing office. When making a claim you will be asked to supply the following information:

- Proof of your identity
- Your National Insurance number
- Verification of your income and financial resources, and that of everyone else over 16 in your household (e.g. original payslips, D.S.S. Benefit books, bank statements etc.)

It is important that you make your claim for housing benefit as soon as possible, or you may lose benefit you are entitled to.

More Information: See over