



A guide to...

Bed & Breakfast Accommodation standards

Tamworth Strategic Housing Services

Tamworth
Borough Council



Tamworth Strategic Housing Services

“Improving the availability and standard of housing”

Introduction

Tamworth Borough Council seeks to minimise the use of Bed and Breakfast accommodation. However there are times when a household believed to be homeless and in priority need requires accommodation and no other form of temporary accommodation is available.

Where this happens the Council will undertake to ensure that in all instances a household will remain in Bed and Breakfast accommodation for the shortest period of time that is practicable.

Most of the Bed and Breakfast accommodation used by Tamworth Borough Council is located within the Borough. It is necessary on occasion to use hotels in neighbouring authority areas. If you are placed outside of the Tamworth Borough area, every effort will be made to secure alternative temporary accommodation within the borough as soon as it is practicable to do so.

Space Standards

In line with the published Code of Guidance, all households placed into Bed and Breakfast accommodation will have a room which is for the sole use of their household.

If the household contains persons of the opposite sex aged 12 and over, a separate room will be made available. For each room provided there is an additional cost incurred.

No more than 5 members of a household will be expected to share one room.

In all instances the household will have access to a separate bathroom / shower room and toilet facilities. These facilities may be shared with other households.

In all instances the room(s) will contain a fixed form of space heating.

All hotels will be visited on a quarterly basis by a member of the housing advice team and inspected regularly (bi-annually) by an appropriately qualified Environmental Health Officer to ensure the hotel is operating to the required standards.

The Housing Advice team will ensure that the accommodation provided is clean and in adequate decorative order, the bathroom facilities are adequate for the number of households accommodated and in full working order, and the property is free from any obvious repair defects.

Kitchen Facilities

In all instances the Bed and Breakfast will provide access to tea and coffee making facilities within the room.

It is not possible, in most instances, for the Bed and Breakfast to make kitchen facilities available to residents, either because the Bed and Breakfast is small with a limited number of letting rooms and the kitchen facilities are also those of the proprietor, or because it is a large commercial kitchen with strict health and safety guidelines to adhere to. Any household that has particular requirements regarding kitchen facilities, for example access to a fridge to store prescription medication, should make this requirement known to the Housing Advice Team during the homeless interview or as soon as possible thereafter. Every effort will be made to ensure that all reasonable requests are complied with.

Accommodation Costs

Bed and Breakfast costs are calculated on a room basis with the room rate varying between various Bed and Breakfast hotels. In all instances the room element of the charge is subject to housing benefit if appropriate. The service element of the charge is not and should be paid by the resident. The service charge will include services such as lighting heat and hot water as well as food and laundry. You will be advised of the cost of your Bed and Breakfast accommodation by the housing advice officer who makes the booking for you.

Payment for the Bed and Breakfast should be made on a weekly basis using the reference number you are given. Failure to maintain payments will result in your household being asked to leave the accommodation.



Your Responsibilities

Each Bed and Breakfast establishment will have its own list of 'house rules'. It is your responsibility to ensure that you and all members of your household are familiar with these 'house rule' and that they are not broken.

You must use the Bed and Breakfast accommodation provided every night. If there is a reason that you will not be able to return to the Bed and Breakfast you must notify the case officer 24 hours before your absence and notify them of your absence and the reason for it. The Council retains the right to end the Bed and Breakfast for any household who has, or plans to be, absent from the Bed and Breakfast for more than one night.

All members of the household must refrain from criminal activity whilst placed in B&B accommodation including the use of illegal substances and anti-social or aggressive behaviour. The Council reserves the right to end B&B accommodation for any household who is believed to be involved in such activity.

You must pay for the Bed and Breakfast accommodation as outlined in the section 'Accommodation Costs'

When things go wrong

As soon as you are aware that the accommodation does not comply with the standards described above you should contact your homelessness case worker and explain which standard has not been met.

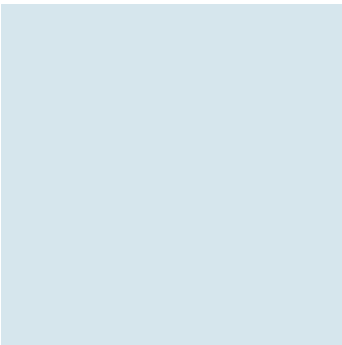
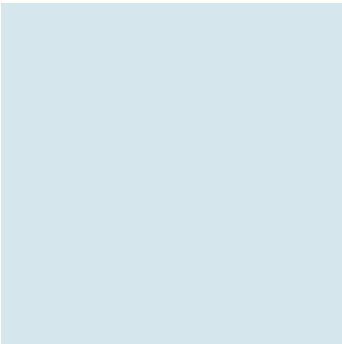
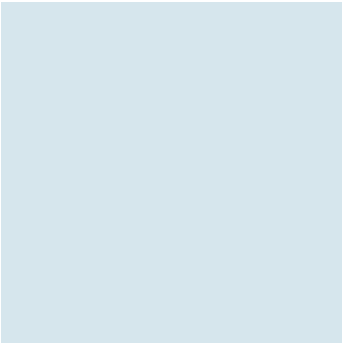
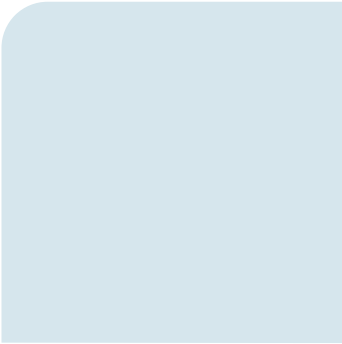
The case worker will make contact with the Bed and Breakfast and ask that the situation be remedied immediately. If it is not possible for the Bed and Breakfast to remedy the situation you will be offered an alternative placement within 2 days of notifying your case officer of the breach.

All breaches in these standards will be recorded by the caseworkers and monitored on a quarterly basis by the Housing Advice Manager. Any Bed and Breakfast who fails to take action to remedy breaches in these standards within 2 days of being notified, on more than three occasions within a quarter, will have no further households placed in the accommodation for a period of 3 months.

Any household being placed into Bed and Breakfast will be offered the opportunity to view the recorded breaches in these standards for the current and previous quarter.

The Council's 'Tell Us' scheme can also be used to make us aware of any comments, compliments or complaints that you may have about the service you have received from the Council. Further information on the 'Tell Us' scheme is available on the website at www.tamworth.gov.uk or from reception staff.

Notes



Have you found the information in this leaflet helpful?

If you would like to comment on the content of this leaflet, including which information you found most helpful and where you would like to see additional information please complete and return this slip to the Housing Advice Team at Marmion House, Lichfield Street, Tamworth B79 7BZ

What did you like / find helpful about the leaflet?

What information would you have liked the leaflet to contain that it didn't?

Would you like to participate in any further consultation we may do on bed and breakfast standards in the future? Y/N

If Yes please provide your name, address and contact telephone number

Name: _____

Address: _____

Contact number: _____

Alternative Formats

If you, or someone you know, require this information in an alternative format please phone Housing Advice on 01827 709455, or email enquiries@tamworth.gov.uk. Alternative formats are: Large print, Braille, audio tape, PC disc format.

Cantonese

如果您覺得用自己的語言和我們交談比較容易，請找一個會說英語的朋友或親戚致電我們，電話是：0800 183 0454。我們可以安排翻譯人員與您聯繫，討論您需要的翻譯服務。

Greek

Αν προτιμάτε να μιλήσετε στη γλώσσα σας ζητήστε από έναν φίλο ή συγγενή σας να επικοινωνήσει στο 0800 183 0454. Μπορούμε να σας κανονίσουμε έναν διερμηνέα.

Gujarati

જો તમને અમારી સાથે તમારી પોતાની ભાષામાં વાતચીત કરવી સરળ લાગતી હોય તો અંગ્રેજી બોલી શકતા એક મિત્ર અથવા સગાને કહો કે તેઓ 0800 183 0454 ઉપર અમારો સંપર્ક સાથે. અમે એક ઈન્ટરપ્રિટરની વ્યવસ્થા કરી શકીશું કે જેથી તમને જરૂરી ભાષાંતર વિષે ચર્ચા કરી શકાય.

Mandarin

如果您认为以自己的母语与我们交谈更容易的话，请让一位讲英语的朋友或亲属与 0800 183 0454 联系。我们可以安排一个翻译人员与您联系，讨论所需的翻译事宜。

Polish

Jeśli łatwiej Ci będzie rozmawiać z nami we własnym języku, poproś tego z krewnych lub przyjaciół, który włada językiem angielskim, by skontaktował się z nami pod numerem 0800 183 0454. Możemy skierować do Ciebie tłumacza, który omówi z Tobą, jakiego rodzaju tłumaczeń będziesz potrzebować.

Punjabi

ਜੇਕਰ ਤੁਹਾਨੂੰ ਸਾਡੇ ਨਾਲ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਗੱਲ ਕਰਨਾ ਅਸਾਨ ਲੱਗਦਾ ਹੈ ਤਾਂ ਆਪਣੇ ਕਿਸੇ ਅੰਗਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਮਿੱਤਰ ਜਾਂ ਰਿਸ਼ਤੇਦਾਰ ਨੂੰ 0800 183 0454 'ਤੇ ਸੰਪਰਕ ਕਰਨ ਲਈ ਆਖੋ। ਅਸੀਂ ਦੁਬਾਸ਼ੀਏ ਦੀ ਵਿਵਸਥਾ ਕਰ ਸਕਾਂਗੇ ਜੇ ਤੁਹਾਡੇ ਲੜੀਏ ਤਰਜਮੇ ਦੇ ਬਾਰੇ ਗੱਲਬਾਤ ਕਰਨ ਲਈ ਤੁਹਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੇਗਾ।

Urdu

اگر آپ ہم سے اپنی زبان میں بات کرنے میں آسانی محسوس کرتے ہیں تو انگلش بولنے والے ایک دوست یا رشتہ دار سے فون نمبر 0800 183 0454 پر رابطہ کرنے کے لئے کہیں۔ ہم آپ کے لئے ایک مترجم کا بندوبست کر سکتے ہیں جو آپ کی ترجمے کی ضرورت پر بات چیت کرنے کے لئے آپ سے رابطہ کرے۔