

Emergency accommodation

Standards

This information leaflet contains a summary of the standards you should expect if you are homeless and are offered emergency shared bed and breakfast hotel accommodation.

Croydon Council only offers shared bed and breakfast hotel accommodation where no other accommodation is available. The accommodation must comply with minimum standards set out by the Secretary of State in Annex 17 of the Homelessness Code of Guidance for Local Authorities (July 2006).

A summary of these minimum standards is set out below:

- **Sharing:** The standards set out minimum sizes for rooms. These depend upon the number of people sharing. For example a room for one person with no cooking facilities should be no smaller than 6.5m² (70 sq ft) and a room for five people with cooking facilities should be no smaller than 27.9m² (300 sq ft). No more than 5 people may share a room and people of the opposite sex aged 12 or over should not share a room, unless they are aged 16 or over and married or living together.
- **Heating:** all rooms, including bathrooms should have a form of heating capable of heating the rooms to 18^oC when the outside temperature is -1^oC.
- **Kitchen facilities:** it is not a requirement that shared bed and breakfast accommodation has kitchen facilities. Where kitchen facilities are provided they may be shared. Shared kitchen facilities should be the following as a minimum: a microwave or cooker, a sink, worktop and lockable storage cupboards. If you are sharing a kitchen it will usually be no more than one floor away from your bedroom. If it is further away, there will be a dining room to use. The kitchen will usually be accessible 24 hours a day. You should also have a fridge and storage cupboard in your room.
- **Toilets and bathrooms:** You will have a wash hand basin in your room but may need to share a toilet and bath or shower. You should not share a toilet with more than four other people and a bath with more than seven other people. The bath should not be more than one floor from your bedroom.
- **Fire safety:** you should be given information on what to do in the event of an emergency.
- **Access to your room:** You should have access to your room/s at all times except when they are being cleaned. During that time, you should be provided with somewhere else to go.
- **Cleaning:** There should not be litter around the accommodation and the bathrooms and kitchens should be regularly cleaned.
- **Complaints:** The accommodation provider should give you contact details for the manager and know how to make a complaint.
- **Emergency contacts:** The accommodation provider should provide you with access to a telephone with information on how to contact the Environmental Health Department, Fire Brigade, Gas and Electricity suppliers, the Police and local doctors.

If you are concerned that the accommodation you have been given does not meet these standards, contact Croydon Council's Temporary Accommodation Team, Department of Development and Environment on **020 8726 6100**