

APPENDIX 2

What you can expect in emergency accommodation.

On the day you move in to the property the owners / staff will –

- Give you keys to the property and explain how to get into it.
- Explain any rules about the property.
- Give you an inventory of the property – what is in the room and what condition it is in. Please check this when you first enter the property and if the inventory is incorrect tell the owner / staff immediately. There should be no graffiti or rubbish left from the previous occupier, and the property should be clean.

There should be a working phone in the building (not necessarily in your room).

Room inspections / repairs

Two days after you move in the owners / staff will inspect the room to make sure you are living there and that there are no problems with the room.

The owner / staff will inspect the room once a week to make sure you are living there, to make sure you are keeping to the terms of your licence and see if any repairs are needed.

If you are given any warnings about breaking the terms of your licence they must be in writing.

Contact details for staff should be available in the property and you should be able to contact staff twenty four hours a day, seven days a week.

You can report repairs to the staff between 9.00 am and 6.00 pm.

The owner / staff are responsible for replacement or repair of furniture and furnishings.

What you can expect to be provided in the accommodation is listed on the following pages.

If any items aren't provided or there is a problem with them please make a note of these and speak to a member of staff / caretaker at the property in the first instance. If the problem is not resolved you should contact the Emergency Accommodation Team on 01273 294400 (option 1) or e-mail EmergencyAccommodation@brighton-hove.gov.uk who will investigate further.

If you wish you can send the information below direct to the Emergency Accommodation Team by e-mail or by post to

Emergency Accommodation, First Floor, Bartholomew House, Bartholomew Square, Brighton, BN1 1JP

or in person at

Customer Service Centre, Bartholomew House, Bartholomew Square, Brighton, BN1 1JP

Kitchen facilities

<u>If you share a kitchen there should be -</u>	Yes	No
Cooker with four burners, an oven and a grill.		
Sink with hot and cold water		
Cupboard below the sink		
Worktop		
Minimum of two double plug sockets		
You should also have a fridge, cupboard and worktop in your room		

<u>Own kitchen</u>		
<u>If you have your own kitchen there should be -</u>	Yes	No
Cooker with four burners, an oven and a grill <u>OR</u> a microwave		
Sink with hot and cold water		
Cupboard below the sink		
Worktop		
Fridge		
Minimum of two double plug sockets		

Toilet / bathroom facilities

<u>If you have to share a toilet / bathroom there should be –</u>	Yes	No
One toilet for every five people		
A sink with hot and cold water		
One bath or shower for every five people		

<u>If toilet / bathroom facilities are in your room there should be –</u>	Yes	No
Toilet, sink and bath / shower		

Furniture and furnishings

In a single room there should be -	Yes	No
1 x single bed and a mattress		
1 x single wardrobe OR clothes rail		
1 x chest of drawers		
Curtain tracks with nets and heavy curtains to all windows		
Table and chair (unless dining space is supplied separately)		

In a double room there should be -	Yes	No
1 x double bed and a mattress		
1 x double or 2 x single wardrobes OR clothes rails		
1 x 5 drawer chest of drawers		
Curtain tracks with nets and heavy curtains to all windows		
Table and 2 x chairs (unless dining space is supplied separately)		

In a family room there should be -	Yes	No
1 x double bed a mattress		
1 or 2 x single beds and mattresses		
1 x double or 2 x single wardrobes / clothes rail		
1 x 5 drawer chest of drawers		
Table and 3 or 4 x chairs (unless dining space is supplied separately)		
Curtain tracks with nets and heavy curtains to all windows		

Comments