

At City of York Council we recognise that you have been placed in this emergency bed & breakfast or hotel accommodation as a result of a fire, flood or other disaster. This factsheet gives some basic information about the accommodation and support services.

About your emergency accommodation

Your bed & breakfast or hotel accommodation will be booked for one night only. However, if the emergency occurred on a Friday it will be booked for Friday, Saturday and Sunday nights. The accommodation is basic but we hope it meets your immediate needs.

Paying for Emergency Accommodation

You will need to pay for the accommodation. You can do this either straightaway (please remember to ask for a receipt) or we will send you an invoice later. If your insurance company requires confirmation of your stay, please let us know.

Longer-term emergency accommodation

If you will need emergency accommodation for a longer period, please contact Housing Options at the earliest opportunity.

Main contact

Housing Options at West Offices

Monday – Friday 8.30am-5pm (excl. bank holidays). Please try and come in before 3.30pm.

Contact Housing Options on 01904

554500 or

housing.options@york.gov.uk

Emergency Duty Team (out of hours)

01609 780780

The housing options team will carry out a housing assessment to assess your short-term housing needs and offer appropriate advice, support and accommodation for your situation via a Personal Housing Plan. You should also contact your insurance company. Depending on how badly damaged your home is, your insurance cover may include payment for accommodation in the longer-term; this would usually be in a privately rented or owner-occupied property.

Ending your emergency accommodation

City of York Council will only have booked this accommodation for the night or the weekend immediately following the emergency so you will need to check out in accordance with the B&B or hotel guidelines.

This accommodation was only booked for your initial emergency period. If you need a longer period, we can't guarantee same B&B or hotel. But if this would be helpful, please let us know as soon as possible and we will happily check if they have any further availability.

Who to contact for support

If you need any advice or support while you are being housed in temporary accommodation after an emergency, these contact details may help:

CYC temporary accommodation support worker: [01904 553180](tel:01904553180).

Staff from our hostel at Ordnance Lane may contact you if you are in temporary accommodation over the weekend. This is routine and just to check everything is ok.

- **Housing Options at West Offices** **Monday – Friday 8.30am-5pm** (excl. bank holidays). **Contact Housing Options** on [01904 554500](tel:01904554500) or housing.options@york.gov.uk
- **Samaritans:** [01904 655888](tel:01904655888) or [08457 909090](tel:08457909090)
- **Social Services Emergency Duty Team:** [01609 780780](tel:01609780780)
Operate outside normal working hours from 17:00 – 08:30 and Weekends & Bank Holidays.
- **York District Hospital:** [01904 631313](tel:01904631313)
- **Red Cross:** support in case of fire & emergency: [0115 965 8558](tel:01159658558) or ep&rteam@redcross.org.uk

Polish : Niniejsza broszura zawiera wszystkie informacje potrzebne w rozwiązaniu jakichkolwiek problemów mieszkaniowych, które może Pan/Pani doświadczać. Pakiet informacyjny jest również dostępny w innych wersjach językowych.

Turkish : Bu broşürde olabilecek bütün konut sorunlarınızla ilgili ihtiyaç duyacağınız bilgilerin tümü bulunmaktadır. Bu bilgiler kendi lisanınızda da tedarik edilebilir.

Cantonese: 这将告诉你如何解决住房问题。我們可以您所需的語言提供該資訊