

A black and white photograph showing a person sitting on a wooden bench, leaning back with their head against a wall, appearing to be asleep. They are wearing a dark jacket. In the background, there is a shop window with some text visible, including "Value" and "Everyday".

Sleeping rough during Covid-19

I am sleeping rough or staying in unsuitable temporary accommodation – what can I do?

Your council should help you.

Your council should help find you emergency accommodation and support if you do not have a home or are in unsuitable accommodation.

More than ever protecting your health is a priority. Welsh Government advise that everyone must follow health advice, to self-isolate or socially distance and to maintain basic hygiene such as washing your hands.

This can be difficult if you are homeless or rough sleeping and the council should help you.

The council told me they can't help me...

You should still be offered emergency accommodation.

The Welsh Government has said that because of Coronavirus, people who are rough sleeping or living in unsuitable temporary accommodation **should be given appropriate emergency accommodation** and support by the council whilst they decide what other help to give you.

Am I likely to be offered a pod or floor space?

The accommodation the council offer you must be 'suitable'.

It is possible that you might be offered a pod or floor space in a hostel but you might be able to argue that **it is not suitable**, unless it is only for a short time.

What can I do if I don't agree with the council?

Ask the council for a review and get advice.

If you don't agree with a decision that has been made about whether you are homeless, entitled to help or in priority need or if you think the accommodation you have been given is not suitable, **get advice**. You might be able to ask the council to **review their decision** but you have to act quickly as there is a time limit to do this.

The council have given me temporary accommodation but I've been told to leave...

Talk to an adviser as soon as you can.

The council or landlord will probably give you a letter with important information about what you need to do to keep the accommodation. Make sure you ask for help if you do not understand anything in the letter. If you do not follow what is expected of you there is a risk you could be reported and action taken against you. You might even be asked to leave the accommodation.

If you have been asked to leave or have already been kicked out then **get advice as soon as you can**.

For further advice

Visit: sheltercymru.org.uk

Call: 08000 495 495

Supported by



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Information contained in this factsheet is correct at the time of publication. Please check details before use.

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