

# ASTH314

## Manage temporary accommodation



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### Overview

This standard is about obtaining, monitoring and managing temporary accommodation, including “bed and breakfast” accommodation. Customers could include families as well as individuals with specific needs.

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### Performance criteria

- You must be able to:*
- P1 keep accurate and up-to-date information on available temporary accommodation
  - P2 liaise with landlords and other organisations to organise temporary accommodation for customers
  - P3 assess the suitability and eligibility of customers for temporary accommodation
  - P4 identify and provide suitable temporary accommodation as quickly as possible for eligible customers, taking into account those with priority needs
  - P5 use correct documentation for the temporary tenancy
  - P6 explain your appeals and/or complaints procedures clearly and accurately to the customer
  - P7 provide information and advice to customers to support them with their accommodation needs
  - P8 identify and record any problems with the accommodation or reasonable adjustments needed for customers
  - P9 take appropriate action to ensure that problems are rectified and any reasonable adjustments are made to the accommodation to meet customer needs
  - P10 monitor temporary accommodation to ensure it meets your organisational and statutory standards
  - P11 ensure the provision of 'floating support' for customers with special needs
  - P12 assist in monitoring and controlling the rent costs of temporary accommodation

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### Knowledge and understanding

*You need to know and understand:*

- K1 the procedures which your organisation has in place for monitoring and recording temporary accommodation
- K2 any relevant legal or organisational constraints on allocating temporary accommodation
- K3 how to communicate effectively with customers and others
- K4 how to assess the suitability of customers for temporary accommodation
- K5 how to process and manage temporary tenancies
- K6 how to ensure the health, safety and security of yourself and others
- K7 relevant organisational policies and legislation
- K8 the responsibilities of all relevant parties with respect to the condition of accommodation
- K9 the support and accommodation needs of customers
- K10 your organisation's performance targets for minimising the use of temporary accommodation
- K11 the reasons why accommodation must meet minimum standards
- K12 the limits of your responsibility for this work
- K13 how to recognise urgency and prioritise requests
- K14 how to monitor and control the rent costs of temporary accommodation

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**Relevant occupations** Health, Public Services and Care; Health and Social Care; Managers and Senior Officials; Managers and Proprietors in Hospitality; Housing Officer

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**Suite** Housing

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**Key words** Obtaining; monitoring; managing; temporary; accommodation; needs