

Emergency Housing

In many areas, there is not enough emergency housing available for non priority single homeless people and couples and it may be difficult to get a place. Surrey has very few Night Shelters and Hostels and there are none in Runnymede.

If you are aged 16 or 17, you are normally entitled to [housing and support from social services](#).

Bed & Breakfast (B & B) establishments are used in an emergency, for those applicants who Runnymede has reason to believe may be eligible for assistance according to the Housing Act 1996 as amended by the Homelessness Act 2002. These will not be in Runnymede and may be a long distance away, so you will need money to travel to the B & B and back to Runnymede again so we can deal with your situation. If you are 16/17 years old Social Services may provide you with travel warrants to enable you to do this. If you are 18 years and over there are no funds available to assist with travel to and from accommodation.

Please see our leaflet
[Emergency Housing Information](#)
[Hostel and Direct Access Accommodation](#)

Temporary Accommodation

If you're living in temporary housing arranged by the council because you made a [homelessness application](#), you have limited rights. But the council can't normally evict you unless you break the terms of your agreement, for example, by not paying the rent or causing nuisance.

Runnymede has different types of temporary accommodation ranging from a shared facilities hostel to mobile homes. We also have self contained flats and maisonettes. However, there is a very limited supply of properties. These are also used for 'planned' approaches to the Council and are not available as 'same day emergency' accommodation.

When we place a household in our temporary accommodation we do try to meet the needs of the household to the best of our ability, bearing in mind the limited supply of accommodation available. However, applicants cannot choose the accommodation, and this will be a decision made by the Council.

Runnymede Borough Council

Emergency Housing Information: Hostel and Direct Access Accommodation

If you are homeless, you can contact Runnymede's Housing Advice Team on 01932 425831 for advice and assistance. The Council does not however have a legal duty to provide crisis accommodation for everybody who finds themselves homeless.

For many single homeless people, supported accommodation is one option. This accommodation is available in hostels, shared houses and flats. Direct access hostels and night shelters provide accommodation for people without a bed for the night. Homeless people can usually refer themselves. You would need to take with you proof of your identity and income, and some hostels require two forms of identification as well as your National Insurance number.

What is the accommodation like?

Not all emergency hostels and night shelters are the same. Some are of a very high standard but some are not. Many hostels and night shelters have strict rules. Some close during the day and you might have to be in quite early at night. You may not be able to have visitors, and alcohol and drugs are usually banned. If you break the rules of the hostel, you can be evicted very easily. If this happens, it could make it more difficult for you to find other emergency housing. Talk to one of the hostel workers if you are having problems or get independent advice from Shelter.

Night shelters

Most night shelters are free. These are usually very basic but can provide a place to stay for a few nights and often some food. Some areas only have night shelters that are open during the winter, usually from December to March. They are sometimes called cold weather shelters. Many night shelters are set up temporarily in churches, offices or schools that aren't being used.

Hostels

Hostels are usually less basic and will ask you to pay. In some places you may get your own room but in most you will have to share a bedroom with someone of the same sex. Most hostels don't accept couples. They may have shared facilities such as kitchens and bathrooms. Some hostels provide meals but you usually have to pay for them.

How much does it cost?

Night shelters are usually free but hostels are not. The rent in hostels can be quite high and you may also have to pay extra for things like laundry or meals.

However, most hostels will accept people without any money as long as you can claim benefits to pay for the accommodation. They can check what you are entitled to and help you with the claim forms. [Housing benefit](#) may not cover all the rent and won't cover any extra services such as cleaning or meals. So you may have to use part of your income support, jobseekers allowance or a training allowance to pay for anything that isn't covered.

If you can't claim any benefits at all (for example, because you have come from abroad), get advice. You may be able to get [help from social services](#) instead.

How long can you stay?

The length of time you will be able to stay can vary. Most hostels can house you for a few nights but some may let you stay for a few months. Most hostels will also try to help you find somewhere more permanent before you have to leave. They may be able to help you get a place in a longer-term hostel or special 'move on' accommodation for people who aren't ready to live on their own yet.

You should telephone the hostel first to ensure that a vacancy is available before you travel. Non-direct access hostels and housing projects usually have waiting lists and often require referrals from the local Council.

Below are listed a number of night hostels and longer stay hostels in Surrey. There are no direct access hostels or Night Shelters in Runnymede

[Direct Access Accommodation](#)

[Leatherhead Night Hostel,](#)

3 Church Road, Leatherhead,
Surrey, KT22 8AT
Tel: 01372 376508
e-mail: leatherhead.nighthostel@virgin.net

_ Hostel for single men and women aged 18 and over. _ It has 8 beds for men and 4 for women in three shared rooms.

_ Open: 6pm – 9am

_ Maximum stay 2 weeks (extensions at the manager's discretion)

Crawley Open House

Riverside House, Stephenson Way,
Three Bridges, Crawley, West Sussex RH10 1TN
Tel: 01393 447702
e-mail COHPO@hotmail.com

_ 24 places for men, women or couples over the age of 18. (7 double and 14 single). _ Allows residents' pets to stay with them. _ Maximum stay 6 weeks although variable

Number 5 Project

5 York Road, Guildford, Surrey
Tel: 01483 303646.

_ 14 beds for single men 18 and over and 2 beds for women.

_ Open 6.00pm -10 am.

_ Maximum stay 2 weeks (with no return for 28 days)

York Road Project

1 York Road, Woking, Surrey GU22 7XH
Tel: 01483728739

_ 11 beds for men and women aged 18 and over. _ Open 6pm to 8.30am

_ Maximum stay 21 days although flexible

St Joseph's Night Shelter,

Hudson Road, Chichester,
West Sussex PO20 6NP
Tel: 01962 862050

_ Single people and couples aged 16yrs plus _ Dogs allowed

Self-Referral or Agency Referral Accommodation

English Churches Housing Association

Vaughan House 5-7 Chertsey Street,
Guildford, Surrey GU1 4HD
Tel: 01483 504704

_ 45 bed hostel for single men and women aged 18-65. _ 8 self-contained flats comprising individual bedrooms with shared kitchen and bathroom. Each flat accommodates between 5 and 8 individuals _ A 3 bed detox unit plus a 2 bed assessment unit for clients with alcohol problems wanting to stop using and remain abstinent. _ Maximum stay 2 years

Mulberry House

32 Epsom Road, Guildford, Surrey
Tel: 01483 577375

15 beds for women aged 16–35 15 single rooms and use of communal facilities. Maximum stay 2 years.

Wayside

42 Croydon Road, Reigate, Surrey RH2 0PQ
Tel: 01737 248304

15 beds for women aged 16-35. _ 16 single rooms 3 of which are adapted for people with disabilities and an additional room for two people sharing. Maximum stay 2 years.

YMCA

Hillbrook House Redhill, Surrey RH1 6QT
Tel: 01737 773089

www.ymcaredhill.com/housing/hillbrook.html

42 beds for single people aged 16-30 Self contained bedsits Maximum stay 2 years Can self refer but must have local connection to the Reigate/Redhill or Banstead area.

Agency Referral Accommodation

YMCA

Bridge Street, Guildford, Surrey GU1 4SB

Tel: 01483 532555

www.guildfordymca.org.uk

60 beds for single people aged 16-30 Maximum stay 2 years
Must have local connection with Guildford and be referred by Guildford Borough Council.

Cyrenians Homeless Project

18 Walnut Tree Close, Guildford, Surrey

Tel: 01483 560762

11 beds for single men aged 17 plus. Maximum stay 2 years
Must have local connection with Guildford and be referred by Guildford Borough Council.

Southwell Lodge

Balcombe Road, Poundhill,

Crawley RH10 7RU

Tel: 01293 884836

10 beds for 16 and 17 year olds Maximum stay 2 years Referral from
Crawley borough Council only

Useful Information

Shelterline

General housing advice and hostel vacancies.

Tel: 0800800444

Shelter Nightline

0800 446441

For more information on housing advice and homelessness please click on the Housing webpage on www.runnymede.gov.uk or telephone 01932 425831 Monday to Fridays 8.30 am to 5.00 pm.

Or:

Call in at Civic Offices Station Road Addlestone Surrey KT15 2AH and ask to see the Duty Housing Options Officer available Monday to Friday 9.00 am to 4.00 pm

Emergency out of hours contact : Safer Runnymede on 01932 425060 (after 5.00 pm, weekends and Bank Holidays)

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