

Policy	Supported temporary move policy
Date adopted	April 2024
Date of next review	April 2027
Version	3
Responsible board	Homes board
Responsible officer	Head of neighbourhoods

We are committed to providing excellent customer service so that every time you contact us, you have a good experience. Our supported temporary move policy has been developed to give a clear understanding of the responsibilities of Homes Plus, when a customer needs to move into temporary accommodation.

1. Policy statement and purpose

This policy has been developed to help us to:

- ◆ Make sure that we share information, communicate well and offer support, to make each temporary move as easy to manage, as possible.
- ◆ Be flexible when we're managing each temporary move, especially if customers need extra reassurance and support.
- ◆ Make sure that we keep a positive relationship between us and our customers.
- ◆ Make sure that our customers are compensated for additional expenses and inconvenience due to the temporary move.
- ◆ Meet all applicable statutory requirements for the health and safety of occupants in their homes.

2. Moving into a temporary home

You may need to move into a temporary home because:

- ◆ There has been an emergency in your home, such as a fire or flood.
- ◆ We need to carry out repairs or alterations at your home and this will cause enough mess or disturbance for it not to be acceptable or safe for you to live there, while work is carried out.

Unfortunately, there may be times when we do not provide temporary accommodation or we end an existing temporary move. If this is the case, we will refer you to the local authority housing options team for further support.

This could happen if:

- ◆ You, members of your family or visitors have made your home unliveable because of criminal damage, such as arson.
- ◆ You, your family members or visitors have carried out deliberate actions or neglected your home, to the point where it has become unliveable and we are taking legal action.

- ◆ There has been a fire or flood at your home and we have evidence that you, a family member or visitor were responsible.
- ◆ Your living conditions have made it unsafe for you to stay in your home or for us to carry out essential repairs and you haven't asked us for support. Examples of this include the build-up of household rubbish or rotting food, and waste from animals.
- ◆ We have offered you a temporary move but you have refused it, without a justified reason.

3. This policy applies to

This policy applies to all homes that we own or manage, in line with your tenancy agreement.

4. This policy does not apply to

- ◆ Leaseholders or shared ownership customers.
- ◆ Permanent moves that qualify for a statutory home loss payment. This could be because:
 - Your home is needed for redevelopment
 - Your home is beyond a reasonable cost for repair and we may consider selling it
 - Your home is needed for a different use
- ◆ Occasions when emergency housing is needed because of a serious incident involving multiple households and the local authority are in charge of the temporary housing.

5. Guidance for customers

5.1 We will

Tell you as soon as we can, if we have to carry out work that means you need to move into temporary accommodation.

Support you to stay with family or friends. If that is not possible, we will consider other options, including:

- ◆ Offering you a room in a bed and breakfast, hotel or serviced apartment
- ◆ Offering you a guest room in one of our retirement living schemes
- ◆ Offering you a move to an empty property, if you are expected to be away from your home for more than six weeks
- ◆ Working with other agencies to find a place in respite care, if this is suitable

It may be necessary to use one or more of the above options in emergency situations.

Discuss and agree a temporary move plan with you. The plan will clearly explain the process, timescales and responsibilities, as well as any financial help or other support that will be given to you.

Talk to you about your specific needs, including any vulnerabilities or special requirements, to agree how we can meet them. Please note that if we cannot meet your needs, we will explain why and let you know what other options are available to you. We will also let you know who to contact, if you would like to speak to someone about any concerns you may have.

Let you know which of our colleagues will be your point of contact. They will manage the temporary move and keep you updated.

Do everything we can to find you a temporary home in the same area as your permanent home but this cannot be guaranteed.

Do everything we can to provide you with temporary accommodation that is similar to your permanent home. If this is not possible, particularly if you are living in a larger family home, we might have to offer you a temporary home which is smaller or of a different type.

Make sure that your temporary home meets our Quality Homes Standard and has flooring that is clean and is suitable for your needs and the length of time that you are expected to remain there.

Repay any reasonable costs incurred during the temporary move, unless you are responsible for needing to move. You can find more information on financial support, in Appendix 1.

Consider requests from you to remain in your temporary home on a more permanent basis. When we are making a decision, we will consider the following:

- ◆ The type and size of the temporary property
- ◆ Whether we use the property specifically for temporary accommodation
- ◆ Whether you have any current or pending court action or orders against you, relating to your tenancy
- ◆ Whether you cannot currently live in your permanent home because of your actions
- ◆ Whether you have rent arrears

5.2 Your responsibilities

You will still be the tenant of your permanent home so you will be responsible for paying your rent, as usual.

You will not need to pay rent on your temporary home unless the tenancy at your permanent home has ended.

If your rent is paid by Universal Credit or Housing Benefit, it is your responsibility to let them know about your temporary move.

You will be asked to sign a licence agreement if you move into an empty home.

You will be responsible for setting up accounts for utilities and council tax at your temporary home and making sure your bills are paid. We can help you to set these up if you need support.

If you have existing home contents insurance, you will need to notify your insurance provider of any items you need to claim for and of any temporary move arrangement.

You are responsible for moving your belongings. If we agree to help you with this, please note that we are not responsible for any damage caused.

You will keep any rights included in the tenancy for your permanent home. This includes Preserved Right to Buy and Right to Acquire.

If you are asked to leave a bed and breakfast, hotel or serviced apartment, we will not provide you with alternative temporary accommodation. Reasons that you could be asked to leave include you, your family or visitors causing nuisance or damage.

6. Monitoring temporary moves

We monitor our temporary moves so we can assess our performance. This includes the number of times customers need to move into temporary accommodation, the reasons why they need to move and any financial costs.

7. Additional information

Insurance

If we need to repair your property because of a fire, flood, storm damage, impact by a motor vehicle or another insured event, we will submit a claim to our insurance company to cover the cost of the repair.

It is recommended that you make sure you have suitable home contents insurance. You should

contact your insurance provider as soon as possible, to let them know about your temporary move and any damage to - or loss of - home contents.

Our insurance will not cover loss or damage to your belongings unless we were responsible for this through accident or neglect, and we have specifically agreed it with our insurers.

Links to other documents

Quality Homes Standard

Policy review

We will review this policy in three years' time, unless we need to do so before.

Appendix 1 – financial assistance

If you are not responsible for the need for a temporary move, you will be able to claim financial assistance. We may need you to provide receipts.

Moving temporarily into another Homes Plus property

We will pay:

- ♦ **Appliances.** If we are unable to disconnect and reconnect your gas or electric cooker, washing machine and dishwasher, we will pay for someone to do this work.
- ♦ **Internet, phone and TV.** We will pay for the disconnection and reconnection of a satellite dish or TV aerial, as well as telephone and broadband services.
- ♦ **Removal costs.** We will pay removal costs, including a packing service for customers who are unable to pack up their belongings themselves.
- ♦ **Post.** We will pay for the redirection of your post for the time you are in temporary accommodation.
- ♦ **Support aids.** We will pay to refit or replace personal support aids, if needed.
- ♦ **Storage.** If your temporary home is smaller than your permanent home, we will pay for necessary storage.
- ♦ **Travel costs.** If you pay additional travel costs from your temporary accommodation to work, school or caring responsibilities, we will pay your travel costs. We will pay additional car mileage at 20p per mile.

Staying temporarily with family or friends

We will pay:

- ♦ **An allowance.** This will be £20 per day, per adult or adolescent and £10 per day for each child under the age of 12.
- ♦ **Rent.** We will credit your rent account with the rent charge for the time you are not able to stay in your home, unless your rent is paid by Universal Credit or Housing Benefit.
- ♦ **Kennels/boarding.** We will pay for kennels or boarding if you have a pet that cannot stay in your temporary home or be looked after by other family or friends. Please note that it will be your responsibility to transport your pet and make sure they meet the requirements for kennelling or boarding, such as being fully vaccinated.
- ♦ **Additional travel costs from the temporary accommodation to work, school or caring responsibilities.** We will pay additional car mileage at 20p per mile.
- ♦ **Storage.** We will pay for you to store any items that need removing from your permanent home so that repairs can be completed.

Moving temporarily into a bed and breakfast, hotel or serviced accommodation

We will pay:

- ♦ **Accommodation costs.** We will pay these direct to the provider, unless otherwise agreed with you in advance.

- ◆ **A meal allowance.** This will be £20 per day, per adult or adolescent and £10 per day for each child under the age of 12. We will make payments weekly. Please note that this payment doesn't apply if you are in a room or property that has cooking facilities.
- ◆ **Launderette costs.** We will pay this if there are no laundry facilities on site. We will pay up to a total of three loads per week, as long as the move is longer than seven days.
- ◆ **Kennels/boarding.** We will pay for kennels or boarding if you have a pet that cannot stay in the temporary accommodation and cannot be looked after by family or friends. Please note that it will be your responsibility to transport your pet and make sure they meet the requirements for kennelling or boarding, such as being fully vaccinated.
- ◆ **Additional travel costs from the temporary accommodation to work, school or caring responsibilities.** We will pay additional car mileage at 20p per mile.
- ◆ **Storage.** We will pay for you to store any items that need removing from your permanent home so that repairs can be completed.

We will not pay:

- ◆ Bar bills
- ◆ Phone bills
- ◆ Room service bills

Miscellaneous payments

As each move is tailored to suit the person's individual needs and circumstances, there may be times when we will pay other costs associated with the move to temporary accommodation.

This will be agreed on a case-by-case basis, considering:

- ◆ The nature of the damage, repairs or incident
- ◆ Your circumstances, including any vulnerabilities or support needs
- ◆ Your financial situation



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