

## COMMITMENTS TO SECURE TENANTS

### TENANTS WILL RECEIVE AN OFFER OF A TEMPORARY MOVE & WILL BE SUPPORTED TO MOVE WHERE THIS IS NEEDED

This means that:

- Tenants will always have somewhere to stay and for longer stays, the alternative address will match their current home for smaller properties unless they currently have spare bedrooms. Those in larger homes (4 or more bedrooms) may need to share rooms until they are able to return to their home.
- Where a member of the household receives care and would be unable to temporarily move to standard accommodation, the Council will discuss options including providing temporary stays in sheltered housing or respite care.
- The Council will provide moving services to vulnerable tenants who are unable to organise these services without support.

### TENANTS WHO ARE REQUIRED TO MOVE TEMPORARILY WILL RETURN TO THEIR CURRENT HOME WHEN THE WORKS ARE COMPLETED

This means that:

- The tenant will remain the secure tenant of their current home.
- The tenant will continue to pay the current rent on their current home.
- No rent payments will be due for the alternative accommodation they are offered.

### NO TENANT WILL BE FINANCIALLY WORSE OFF AS A RESULT OF HAVING TO TEMPORARILY MOVE OUT OF THEIR HOME

This means that:

- The Council will pay for moving, packing and relocation costs of the move to alternative accommodation and back to the tenant's current home.
- The tenant will not incur higher costs while living in the alternative accommodation. The Council will cover any increased costs such as food where there are no or limited cooking facilities, and/or increased travel costs such as to work or school.

### ALL TENANTS WHO WISH TO MAKE THEIR OWN TEMPORARY ARRANGEMENTS WILL BE SUPPORTED TO DO SO

This means that:

- The tenant can choose to make their own arrangements for their household to stay with friends or family if they wish.
- Tenants who make their own arrangements will be paid for reasonable travel costs to re-locate, and both a one-off payment and weekly payments for inconvenience as set out in the Decant Payments Schedule.

### THE NEED TO MOVE TEMPORARILY WILL NOT AFFECT THEIR PLACE ON THE WAITING LIST FOR A FOR PERMANENT MOVE

This means that:

- Tenants who want a permanent move will keep the same place on the waiting list
- Applications will be based on their permanent home even during temporary moves.
- Tenants can still bid for permanent move while they are at the alternative address.