

COMMITMENTS TO RESIDENT LEASEHOLDERS

THE COUNCIL WILL KEEP THE LEASEHOLDER INFORMED.

This means that -

- The Council will confirm what works need to be undertaken and how long they may take before the leaseholder can move back in.
- The Council will advise the leaseholder if they need to make a claim on Building Insurance or if the Council will cover the costs of alternative accommodation.
- Where the Council has accepted liability, the Council will provide the leaseholder with a budget for alternative accommodation of the same size and confirm what other payments and/or support the Council can offer.

RESIDENT LEASEHOLDERS WILL NOT LOSE OUT FINANCIALLY.

This means that where the Council has accepted liability for the costs -

- The Council will provide the leaseholder with a budget for alternative accommodation of the same size and will cover rent/accommodation costs within this budget.
- The Council will pay for moving, packing and relocation costs of the move to alternative accommodation and back to the leaseholder's current home.
- Where there the leaseholder has made alternative arrangements with no rental costs, the leaseholder will not be expected to pay ground rent or service charges while they are unable to use their home.

THE COUNCIL WILL PROVIDE ACCOMMODATION TO VULNERABLE LEASEHOLDERS WHO ARE UNABLE TO MAKE THEIR OWN ARRANGEMENTS

This means that -

- Where a leaseholder is unable to make their own arrangements and lacks support to do so, the Council may (at its discretion) provide accommodation directly to the leaseholder. The accommodation may be provided by social services where appropriate. Any accommodation offered may be time limited and may be recharged to the leaseholder where appropriate.
- 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.