

Information on a Temporary Move

If you need to move out of your home temporarily because of improvement or building works, you will still pay the rent on it but live in temporary accommodation until your home is ready for you to move back into.

You will sign an agreement for your temporary address, which will give you legal permission to occupy it for the period that your home is undergoing work. For all other housing management purposes, e.g. succession of tenancy rights or your right to buy position, you will be considered to still be the tenant of your original home.

Your Temporary Home

We will make every effort to make sure your temporary accommodation meets your needs. It may not be exactly the same as your home, but it will be clean, tidy and suitable for you to live in. We will make sure your specific needs, such as a need for ground floor housing for medical reasons, are met.

Making Payments

During your temporary stay you must pay for electricity, gas, water and the costs of your telephone calls. You should make your payments for rent and any arrears in the usual way. If your temporary address is smaller than your home, we will make an adjustment to your rent to reflect this.

If you are on Housing Benefit we will tell them that you have moved temporarily and your benefits will not be affected. You must still tell Housing Benefit if your personal circumstances change during your temporary move to avoid being overpaid any benefits, for example anyone moving in or out of your home or anyone starting work.

The contractor working on your main home will make payments to cover any fuel costs (heating and lighting) while the work is carried out.

Before you move to your address we will

- Make sure it is clean and appropriate for use.
- Reimburse you upon receipts for re-direction of your mail and re-connection of your phone.
- Re-install your washing machine and cooker.
- Arrange for any TV or Satellite aerials to be taken down from your usual home and connected at your temporary address.
- Move your furniture and belongings to your temporary address. If you do not wish to take all of your belongings with you we will arrange to store them.
- Carpet the temporary address where appropriate. If it is necessary your carpets will be uplifted by trained persons and stored.
- Discuss maintenance issues with you where applicable e.g. garden.

What you should do

- Advise your doctor and any other health professionals of your new address.
- Tell family and friends your temporary address.



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Contacting **Eastlands Homes: Call Eastline (0161) 274 2390, 8.00am – 5.30pm weekdays**

Write or visit: Eastlands Homes, Eastlands House, Victoria Street, Openshaw, M11 2NX

Reception open 8.45am – 4.30pm weekdays

Fax (0161) 274 2133 • **email: eastline@manchester.gov.uk** • www.eastlandshomes.org

- Advise your content insurers of your change of address.
- Make sure any businesses or organisations that need to be aware of your temporary address have it.
- Consider whether or not you wish to have all of your belongings moved to your decant and whether you wish us to store anything for you.
- Contact your Housing Officer to clarify any specific issues or questions that you require further information on.
- Consider the arrangements and timing for the redirection of your mail, telephone, etc.
- Discuss with your family their needs in terms of property requirements.

After the work has been completed, we will

- Make sure your home is clean and appropriate for your housing.
- Reimburse you for the re-direction of your mail and re-connection of your phone - you will have to give us receipts before we can compensate you.
- Arrange for the re-installation of your washing machine and cooker.

- Re-connect your TV or Satellite aerals.
- Move your furniture and belongings to your home.
- Re-lay any carpets that have been uplifted because of the work.
- Ensure that the contractor has reinstated your garden to an acceptable standard.

You must

Return your temporary accomodation to us in the same condition as when you took up occupation.

Compensation

In some circumstances you may be eligible for compensation if you have to move to a temporary address. We will reimburse you for expenses that you incur because you have had to move. Please contact your housing officer for more information.

Contacts

Your housing officer is your main point of contact. They will deal with any issues or concerns you have, deal with any requests that you may have and liaise with any other organisations that are involved in the programme.

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