

Maintenance and Repairs

You should not make any alterations to your temporary accommodation including decoration unless you have permission from the Housing Advice Office. If you do make any alterations without permission, you will be recharged the cost to return the property to its original state.

If you have any problems with the property during your stay or if any repairs are required, you should contact the Housing Advice Office.

You will be visited at regular intervals to inspect the property and to ensure there are no problems.

Respecting your Neighbours

It is a condition that you do not cause any nuisance to your neighbours and make sure that members of your household and visitors comply with this requirement.

Length of stay

The time you spend in temporary accommodation will depend on how long it takes for you to find permanent housing. You will be required to register on Devon Home Choice and make bids on properties which fit your requirements. To register you should go to www.devonhomechoice.com

Moving Out

If you are offered permanent accommodation or voluntarily decide to leave your temporary accommodation, you should ensure that your rent account is up-to-date and that the property is left clean and tidy and any damage is repaired. If you are offered a permanent Housing Association property you will be required to return the temporary accommodation keys by 12 noon on the Monday your new tenancy starts. Failure to return the keys by the due date will result in additional rent being charged on the property until the Monday following actual receipt of the keys

Help

Floating support is offered to people in temporary accommodation who are experiencing difficulties with their housing, such as paying the rent or dealing with other financial problems. If you would like more information, please contact the Housing Advice team on **01803 861260**

Useful Contact Numbers

South Hams District Council	01803 861234
Accommodation Team	01803 861169
Housing Advice Team	01803 861260
Emergency out of hours number	01803 867034
Citizens Advice Bureau	08444 111 444
Shelter	0808 800 4444
Jobcentre Plus Totnes	0845 604 3719

We acknowledge the diversity of our South Hams community and commit to promoting equality of opportunity for everyone in policy making, service delivery, employment practices, regulation and enforcement.

This document can be made available in large print, Braille, audio formats, or in any other language on request. Please contact us on **01803 861234** or email: customer.services@southhams.gov.uk



South Hams
District Council

Moving into temporary accommodation





Introduction

The council leases private sector properties for use as temporary accommodation throughout the South Hams. This accommodation is provided to homeless households who the council considers it has a duty to assist under the Housing Act 1996 as amended Part VII Homelessness.

Moving In

If you are offered temporary accommodation by the Council you will be asked to sign a Non-Secure Temporary Tenancy Agreement. This tenancy is not a secure tenancy under the Housing Act 1985.

If you breach any of your tenancy conditions, you may be served with Notice to Quit, so you should read your tenancy agreement carefully. If you are not sure about anything, please contact the Housing Advice Office.

You will also need to sign an agreement stating that when you leave the temporary accommodation, it will be left in the condition that you found it and you will be recharged for any outstanding repairs or damage to the property. This includes any cleaning or maintenance to the garden.

You will also be sent an Inventory and Schedule of Conditions of the property when you move in which you should check, sign and return to the Housing Advice Office.

Removals and Storage

For households who are looking to move without the expense of hiring a removal firm, hiring a van and transporting your own furniture is an affordable option or, alternatively, you could hire a 'Man with a Van'. If you have been accepted by the Council as homeless, the Council may agree to a loan to help with the cost of removals and storage. If you use a 'Man with a Van' or a removal company, you will be required to provide the Council with three quotes and the Council will provide the necessary authorisation. When the work has been carried out, the invoice will be paid by the Council and then recharged to you. You will then need to set up a payment plan to repay the interest-free loan, which needs to be repaid in full.

Rent

You will be required to pay the rent on your property from the date your tenancy starts and it is a condition of the tenancy that you agree to pay the rent weekly to South Hams District Council.

If you are on a low income or not working, you may be able to claim Housing Benefit. If this is the case, you must complete a benefit claim, ideally when you sign up for your accommodation and should provide all supporting documentation without delay to enable your claim to be assessed. Failure to do so may mean that you fall into arrears with your rent.

You should be aware that if you fall behind with your rent you will be in breach of your agreement to occupy the accommodation and the Council will have to commence legal proceedings to evict you. If you are in rent arrears it will be difficult for you to obtain permanent accommodation because Housing Associations will generally not offer accommodation to people with a history of rent arrears.

You should be aware that if you are evicted for rent arrears and make a further homeless application to this or any other Council, you may be deemed to have made yourself homeless intentionally and will only be entitled to very limited assistance with finding accommodation.

If you have any difficulty paying your rent, you should contact the Housing Advice Office immediately. For methods of payment, please contact the Accommodation Team on **01803 861169**

Other Bills

The cost of electricity, gas, water and any other services are not included in the rent and you are responsible for notifying the relevant agency when you move in and leave the property and for paying any bills.

Utility Accounts

You will need to contact the supplier for electricity and water and also gas if there is a supply to the property. You should take meter readings at the property as these will need to be provided to the suppliers. Some properties have electricity key meters and/or gas cards. You should order these, where possible, prior to moving into the property.

Occupation

The accommodation is only provided for the occupation of you and your family members who normally live with you. If you would like someone else to live with you or even stay with you on a temporary basis, you must ask the Housing Advice Office for permission and notify this Council's Housing Benefit department.

