

# Customer Information

## Temporary/Permanent Rehousing

On rare occasions tenants may have to move from their home either on a temporary or permanent basis. This leaflet explains how we will arrange and pay the costs associated with temporary or permanent rehousing, and when you will receive compensation for disturbance or home loss.

We will offer you alternative accommodation on a temporary or permanent basis, and help you to move in the following circumstances.

- If your home becomes uninhabitable as a result of an emergency such as fire or flood
- If your home needs major repairs, modernisation or remodelling and it would not be safe to live there during the work
- If we plan to demolish or redevelop your home.

## What happens in an emergency?

Your Housing Officer will talk with you to gather information about your household so that we can try to find suitable alternative accommodation - we will try to meet your preferences where we can.

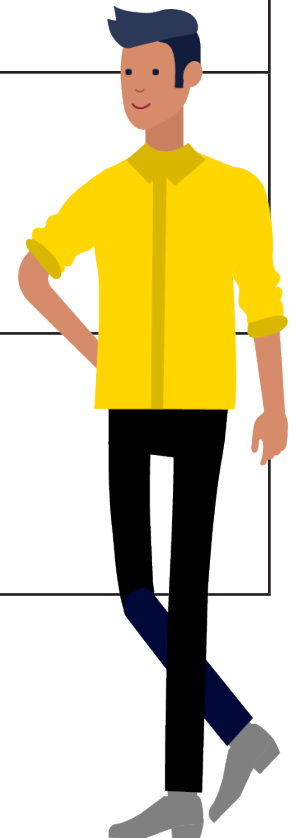
We may offer hotel or guest accommodation within one of our developments initially.

If we don't have any suitable homes available, we may lease property from another registered social landlord, the Council or a private landlord.



# What costs will Eildon cover?

	Temporary Move	Permanent Move
Rent & Council Tax	If you are provided with temporary accommodation you are still responsible for paying the rent of your permanent home and any service charge and Council Tax for that property during the period. We will cover the cost of the rent and Council Tax for the temporary accommodation. If you chose to live temporarily with family and friends, we will waive the rent charge and pay the Council Tax for the period the property is not occupied.	You will become responsible for the rent, service charge and Council Tax on the new accommodation when you sign the Tenancy Agreement. We will advise Scottish Borders Council that you have moved to a new home. We will reimburse the cost of any increase in Council Tax resulting from a change of Council Tax banding at the new home – this will be paid for six months.
Removal service	We will arrange the move with an approved removal contractor and pay the costs directly to the contractor. The contractor can deliver packing materials in advance, if needed. A packing service can be provided for you if you aren't able to do it yourself.	Same as for temporary move.
Storage of household goods	The expectation is that you will take household goods with you to the temporary property. Where reasonable, storage of items may be arranged by us on a case by case basis.	Does not apply.



# What costs will Eildon cover? cont...

	Temporary Move	Permanent Move
Disconnecting and reconnecting gas or electric cooker, washing machine and dishwasher etc	We will arrange and directly pay an approved contractor. If you have a gas cooker, but there is no gas supply in the temporary property, then the cooker will be stored and an electric cooker provided for the duration of the move.	We will arrange and directly pay the approved contractor. If you have a gas cooker, but there is no gas supply in the new accommodation, then we will make arrangements to have a gas supply installed (if at all possible and there is already a gas supply into the development) or we will contribute to the cost of a replacement electric cooker.
Telephone and broadband services	If the move is for more than a week, we will pay for the cost of disconnection and reconnection. You will need to arrange the switch and we will reimburse the cost within seven days of receiving receipts.	You will need to arrange the switch and we will reimburse the cost within seven days of receiving receipts.
TV and Satellite Aerials	<p>You need to arrange the installation of a TV aerial if there is not one already at the temporary address (should they wish a TV aerial) and we will reimburse the cost of this.</p> <p>Where you have our permission to put up a satellite dish, we will reimburse you for the cost of this, on proof of payment for the rehoming period.</p>	<p>TV aerial arrangement as temporary move.</p> <p>You need to arrange for any satellite dish to be moved to the new property as long as there are no restrictions such as listed building or planning limitations. We will reimburse the cost of this within seven days of receiving receipts.</p>



# What costs will Eildon cover? cont...

	Temporary Move	Permanent Move
Other electrical appliances and fitments installed by the you	We will arrange and pay for electrical and other fitments (eg light fittings) installed by you to either be removed and stored, or to be made safe and left in place for the duration of the temporary accommodation. This may depend on whether you need, and have obtained permission from us to have the fitment installed in your current home.	We will arrange for electrical and other fitments (eg light fittings) installed by the you to be moved to your new home. This may depend on whether you need and have obtained permission from us to have the fitment installed in your current home.
Adaptations	Eildon will arrange and pay for the cost of any physical adaptations needed in the temporary accommodation. This may include moving existing adaptations from your current home. The advice of an Occupational Therapist will be obtained, where possible, before an adaptation is installed. Eildon will arrange for any alarm service to be reconnected in the temporary accommodation.	Same as temporary move.
Garden sheds	If you have permission from us to put up a garden shed, then we will arrange and pay for the shed to either be removed and stored, or be made safe and left in place for the duration of the the temporary accommodation. If the shed is to be moved, it must be robust in structure and be able to be dismantled and reconstructed.	If you have permission from us to put up a garden shed, then we will arrange and pay for the shed to be moved to the new home if it is possible to re-erect it there. If the shed is to be moved, it must be robust in structure and be able to be dismantled and reconstructed. If the shed cannot be moved, then we will compensate you for the loss of the shed.



# What costs will Eildon cover? cont...

	Temporary Move	Permanent Move
Floor coverings	We will provide floor coverings in the temporary accommodation and you'll be able to choose from a small range. Your existing floor coverings will be left in place and protected, or taken up and stored for the period of the move.	We will provide floor coverings in the permanent accommodation and you will be able to choose from a range. We will take account of the quality of carpets in the current property and provide as close to the same quality as possible in the new home.
Curtains and blinds	<p>We will provide curtains/blinds and necessary curtain rails etc in the temporary accommodation and you will be able to choose from a small range.</p> <p>The expectation is that you will take down existing curtains/blinds and store them in the temporary accommodation. Where reasonable, storage of these items may be arranged by us on a case by case basis for the duration of the move.</p>	If existing curtains/blinds do not fit the new accommodation, we will provide curtains/blinds in the new accommodation and you will be able to choose from a range matching as closely as possible the quality of their existing curtains/blinds.
Redirection of mail	We will provide mail redirection forms and reimburse the cost of redirection of mail for the period of the move for each person in the tenancy household who has a different surname.	We will provide mail redirection forms and reimburse the cost of redirection of mail for six months from the new tenancy start date for each person in the tenant household who has a different surname.



# What costs will Eildon cover? cont...

	Temporary Move	Permanent Move
Home Contents Insurance	You are expected to advise your home content insurers of your move. We will pay the cost of any increase in premium payment that results from the move to the temporary property for the period of the temporary accommodation.	You are expected to advise your home content insurers of your move. We will pay the cost of any increase in premium payment that results from the move to the new home for a period of a six months from the new tenancy start date.
Time off work	Where you've had a loss of earnings as you've needed to take time off work on the removal day, then you will be compensated for this loss, on production of a letter certified by your employer. This will be limited to one adult per household.	As temporary move.
Electricity and gas suppliers	We will arrange for meters to be read at both properties on the day of the move and will write to electricity and gas (if relevant) suppliers advising that you are moving from your property to the temporary property. You will be responsible for paying the electricity and gas bills for the temporary accommodation. We will pay the standing charges and any costs of electricity/gas for your home while it is unoccupied.	We will arrange for meters to be read at both properties and will write to electricity and gas (if relevant) suppliers advising that you are moving to a new home.



# What costs will Eildon cover? cont...

	Temporary Move	Permanent Move
Housing Benefit / Universal Credit	We will advise Scottish Borders Council or the Department of Work and Pensions that you have moved to temporary accommodation but are still responsible for paying the rent on your own home. We will also advise Scottish Borders Council or the Department of Work and Pensions when you move back to their own home.	We will assist you to make a new claim for your new home. We will advise Scottish Borders Council or the Department of Work and Pensions of the move if payments are made direct to us.
Meal allowances	If you are moved temporarily to a hotel or guest accommodation within an Eildon development where there are no cooking facilities, we will provide a daily meal allowance.	Does not apply.



## Disturbance Payments

Whenever possible we will carry out repair and modernisation work while you remain in your home.

When we carry out kitchen and bathroom replacements, we will either redecorate the rooms affected or provide a decoration allowance to enable you to carry out this work yourself. When we carry out more disruptive work such as renewal of heating systems or rewiring, we will make disturbance payments based on the average cost of making good damage to decoration. You will be advised of the level of disturbance payment before the work starts, and it will be paid to you when the work is finished.

If we decide that you need to move out, we will also cover the costs mentioned in the table above.



# If you have to move permanently



There may be very rare occasions when you have to move from your home permanently eg if we plan to redevelop, demolish or otherwise dispose of your home.

If you have to move permanently you may have a right to compensation for the loss of your home. The law relating to Home Loss Payments is contained in the Land Compensation (Scotland) Act 1973, as amended by the Planning and Compensation Act 1991.

To qualify for a statutory Home Loss payment you must meet the following criteria:

- Have occupied the property as a sole or main residence for a period of at least one year prior to the date of displacement.
- The displacement must be permanent.
- In addition, if you need to leave your home it must be in consequence of one of the following events (known as a qualifying event):
  - o Compulsory acquisition of the property by a body with compulsory purchase powers; or
  - o Demolition, improvement or closing order under the Housing (Scotland) Act 1987; or
  - o The development of land acquired by an authority with compulsory purchase powers; or
  - o Improvement or redevelopment by a Registered Social Landlord; or
  - o Demolition of a dangerous building

If you qualify for a statutory Home Loss payment you will receive a flat rate payment of £1500. If two or more people are entitled to a Home Loss payment in respect of the same property, then the payment will be divided equally between you. Any Home Loss payments will be made on the date you leave your home.



# Keeping in touch

Your Housing Officer will be your main contact if you are offered alternative temporary or permanent accommodation.

They will keep you informed about the progress of any work to your home, your anticipated return date and respond to any queries you may have.



Caring, Committed, Connected, Creative

## EILDON HOUSING ASSOCIATION – HOW TO CONTACT US



The Weaving Shed, Ettrick Mill,  
Dunsdale Road, Selkirk TD7 5EB



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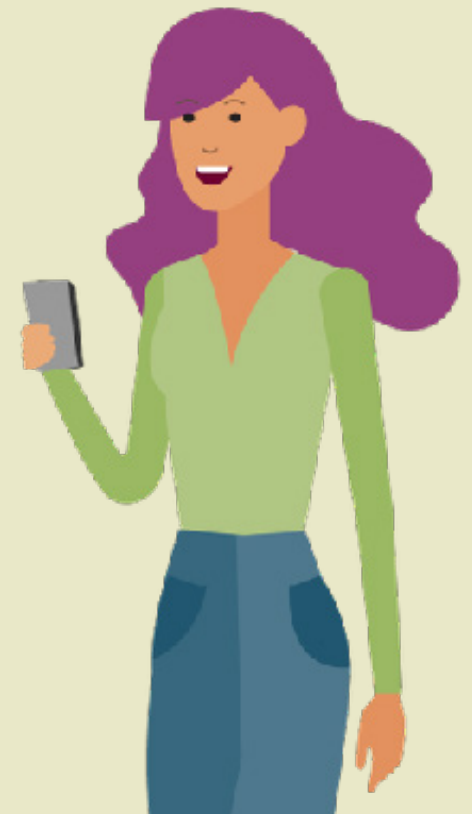
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