Sanctuary

Moving to a temporary home: what you can expect from us

Customer guide

This guide explains

when you may need to leave your home for a short time, how we will support you and what happens before you return.

When this guide applies

You may need to move to a temporary home if your home is not safe to live in, or if work cannot be done safely while you are there.

This may be because of:

- an emergency, such as a fire, flood or loss of key services
- urgent or planned repairs or improvement work
- serious safety concerns confirmed by the police or another agency
- demolition, regeneration or the sale of a building or neighbourhood

This guide does not apply to homeowners or shared owners. If you are a homeowner or shared owner, contact your buildings insurer, this may be the Sanctuary provided insurance or one provided by the owner of the block where you live. If you need extra support, we may be able to contact the insurer for you.

How we decide if you need to move

We will check the condition of your home and any risks. We will talk to you about your needs and the temporary homes available.

If you can safely stay, we will try to make this possible. We will explain the work needed and when we expect to do it.

If you need to move, we will tell you what happens next. We will involve you throughout the process.

Finding a suitable temporary home

We will do our best to find a temporary home that takes into account your household's needs. We will consider:

- work, care and family support
- schooling
- physical, cultural and dietary needs
- any risks linked to health or vulnerability

We will only arrange accommodation for people recorded as part of your household. This does not include anyone who pays you to live in your home. We also cannot arrange accommodation that would be unreasonably overcrowded.

We will make sure you have access to somewhere to cook and wash within 24 hours, unless you are staying in a hotel.

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Emergency moves

If you need to leave straight away, we will arrange emergency accommodation for up to 14 days. We will contact you to understand what your household needs and arrange a follow up visit within 24 hours.

We will assess the risks within two working days. If you still need to stay away after 14 days, we will review your needs. Depending on the work needed, we will consider what options work best for you, this could be an alternative temporary home.

While you are away from your home

Keeping you informed

We will keep in touch and let you know how things are progressing. If your move is planned or you need to stay away for longer, we will update you at least once a week.

We will tell you about delays. We will also give you at least 72 hours' notice when your home is ready for you to return.

Your rent

Your rent and other tenancy conditions continue for your permanent home.

If you temporarily move into another Sanctuary home, you will need to sign a licence agreement for that home.

If the temporary rent is lower, we will reduce the rent charged for your permanent home.

If the temporary rent is higher, you will pay only the rent charged for your permanent home.

We will confirm in writing how much rent you need to pay.

Access to your home

Contact us if you need to enter your home while you are away. We will agree access only when it is safe.

If you do not want to move

We will explain the risks and look at whether we can remove them.

If the work is dangerous and cannot be done safely while you are there, we may take legal action so the work can go ahead.

If your home is unsafe but you choose to stay, we will give you clear safety information and keep a record of the temporary home we offered. We cannot force you to leave in this situation.

Financial help and payments

We will tell you about any financial help, allowances, Home Loss payments or disturbance payments that may apply to your situation.

If you move permanently because your home is being demolished, regenerated or sold, you may be entitled to a Home Loss payment. We will take any money you owe Sanctuary from your Home Loss payment.

Large-scale or permanent moves

If a whole building, scheme or neighbourhood is affected, we will consult customers and meet each household to understand their needs.

If your home is no longer available, we will try to find you a suitable Sanctuary home. If we cannot, we will look for a home with another local housing provider or the local authority.

Where possible, we will meet you at least three months before work starts to discuss a permanent move. We may meet you more than once if you need extra support.

Returning home

We will write to tell you when we expect your stay in the temporary home to end, when you need to return home and when temporary payments or hotel costs will stop. If you have a temporary licence agreement, we will also tell you when it ends.

After the work is finished, we will check that your home is ready. We will contact you and visit within 72 hours of your return to make sure you have moved back and check whether anything else needs to be sorted.

If your home is ready to live in and you do not return, we will ask you why. If this breaks your tenancy agreement, we may take legal action to recover the temporary home or your permanent home.

We will ask for your feedback within 14 days of your return.