

TENANTS HOMELOSS AND DISTURBANCE PAYMENTS

YOUR QUESTIONS ANSWERED

Homeloss and Disturbance payments will be made to tenants who move out of their homes as a result of the redevelopment, provided that they have lived on the estate for at least 12 months, and it is their only or principle home.

1. How much compensation will be offered to residents?

- a) Homeloss Compensation (Homeloss will take up to 8/10 weeks to be processed from key being returned to council) of £6,100

AND

- b) A Disturbance Payment (5 to 10 working days to be processed upon receipt of your receipt/s)

2. What is the Homeloss Payment?

This is a payment that landlords make are required by law to pay tenants who are displaced as a result of a new development. It will not normally apply to tenants moving due to a lease being ended, but the Council will be using discretion (subject to approval by cabinet) to make payments in this situation.

Homeloss compensation will be paid by cheque to the tenant. If you are in rent arrears, this will be deducted from the payment and you will receive a cheque for the balance. If your arrears exceeds £6,100, the homeloss payment will be used to offset the rent arrears and paid directly into your rent account.

3. What is the Disturbance Payment?

This is a discretionary payment to cover the reasonable cost of moving. The total amount will vary depending on individual tenant circumstances. The payment is made by cheque to the tenant after they move and the tenant **has to make a claim** for the disturbance payment.

You need to keep all your receipts, as you must provide them when you make a claim. Where goods or services cost more than £50, we will expect at least two estimates. Once the cost is agreed the payment will be made upon receipt of original invoices or arrangements can be made with any company or supplier to invoice the Council directly. These arrangements must be made and authorised in writing prior to ordering goods or services.

The following goods and services will be considered for disturbance payments:

Disturbance Payments

- Removal costs from the current home to a new home

The council has a specific removals contractor and will pay the company direct. Where tenants arrange their own removals two estimates must be obtained and submitted to the council for consideration. Tenants must obtain approval from the council prior to the removals being arranged. Tenants should only appoint their own contractors where the cost is lower than using the councils appointed contractors.

- Redirection of mail for 6 months for each authorised surname living at the address
- Disconnection and connection of telephone and PC in relation to Internet use where it exists in the current home prior to the move.

Both disconnection and reconnection is covered but where any upgrade increases the cost, the council will only pay the current charge.

- Telephone/cable and Wireless disconnection and reconnection where this service exists at the new property
- TV aerials and or satellite dishes connected to either existing TV or that is needed for the proper operation of TV equipment. Reconnection will only apply where the new Landlord gives approval
- Disconnection and reconnection of a washing machine, cooker, dishwasher and American style plumbed in fridge where they exist in the current home.

Where the Councils removals contractor is engaged for the purposes of removals they will disconnect the washing machine and reconnect it at the other property unless other arrangements are in place. Other electrical items will need approved contractors to undertake the work and in the case of cookers must be suitably qualified to undertake such work.

- Special locks and alarm refitting if these are currently fitted in the current home

All must be dismantled and refitted by a qualified locksmith or recognised alarm company. All locks and alarms must meet relevant British standards for security. NOTE; front door and window grills are not covered

- Extra costs associated with new school uniforms where the move is to a

different area and had necessitated a change of school

Documentation from both schools is required explaining the need for new uniforms

- Wages or salary loss for the day of the move

The loss must be certified by the employer. It applies for up to two members of the household

- Any adaptations to the new home will be subject to the Disabled Facilities Grant Procedure. Disabled adaptations where the costs were previously met by the tenant, and where relevant receipts are available
- Home Improvements that have been notified and approved by the council less the cost of depreciation
- Other reasonable costs incurred by the tenant where they are approved in writing by the council prior to the cost being incurred
- Carpets/flooring and curtains/window covering up to the sum agreed for the property size or the cost of refitting if the tenants so wish and this is cheaper. The following shows the costs at the current time. These are reviewed each October.

Moving to Property with 1 bedroom	£584
Moving to Property with 2 bedrooms	£701
Moving to Property with 3 bedrooms	£818
Moving to Property with 4 bedrooms	£935
Moving to Property with 5 bedrooms	£1051

Special Costs –

- Packing and unpacking large furniture dismantling for elderly or disabled, through the Councils approved contractor.

No, only secure tenants will be eligible for payments. Non – Secure tenants, service tenants, and tolerated trespasser will receive no payment. If you are not sure about your status please speak to your Housing Officer.

Every effort will be made to pay Homeloss and Disturbance payments within a reasonable timescale for the tenant moving. The latter is dependent on the tenant supplying invoices e.g. for disconnection and reconnection charges. Homeloss payments cannot normally be completed until the closure of the previous rent account. Rent accounts can only be closed after any outstanding Housing Benefit and rent arrears have been reconciled.

You will need to submit your claim for disturbance payment to the Housing Regeneration Team.

6. What happens if I am in rent arrears?

It is important to keep up with your rent payment. If you fail to pay your rent the Council will take steps to evict you. Any outstanding rent arrears will be offset against the Homeloss payment only, since the disturbance payment covers the tenants moving costs, whilst Homeloss is compensation for having to move.

The landlord of the property set the amount of decoration allowance if applicable. Decoration allowance is given in the form of vouchers. The value depends on the size of the property and the extent of decoration required as determined by the Landlord of the property.

8. Will I be given time to make my new property habitable?

The landlord will arrange a suitable time to sign the tenancy agreement, at this point time may be given in order to allow you to make the new property habitable, e.g. Ealing Homes will normally give transfer tenants up to a maximum of two weeks in order to make their new home habitable. Time allowed by other landlords may vary, in line with their policy and procedures.

If you use the Council's removal contractor, they will supply boxes and take care of your furniture to ensure safe delivery. Contractors normally have insurance cover for damages. You need to discuss any specific concerns with the removals company.