



Emergency Re-housing Procedure

1. Introduction

- 1.1 Some tenants will require emergency re-housing which could be as a result of fire, flood, serious harassment or domestic violence. We must ensure that we act swiftly and give advice and or assistance to alleviate their situation. This may include the provision of temporary accommodation.

2. Policy

- 2.1 Co-op Homes does not have a policy for Emergency Re-housing. This procedure applies to Co-op Homes short life and permanent tenants, as well as Co-ops tenants.

3. Procedure

- 3.1 Tenant makes contact requesting emergency re-housing. Where possible and or appropriate offer to interview them in person or arrange for a follow up meeting to discuss the case. At the interview, where appropriate find out the following:
- Why they cannot remain in their home. Supporting information will be required before an offer of re-housing is considered.
 - Whether they can remain with friends or relatives
 - How long they will require temporary accommodation for
 - Who will require re-housing with them and what is their age and relationship to the tenant
 - Who if anyone is remaining at the property
 - Will they be able to return to the property
- 3.2 Where the need for re-housing is as a result of domestic violence or where there may be an obligation to accept as homeless the tenant should be advised to contact the local authority and present themselves as homeless. Where a tenant is accepted as homeless under these circumstances the local authority will contact us and confirm that they will meet the temporary accommodation costs and request that we re-house the tenant. It is therefore important to monitor the case and submit a management transfer application to the Housing Manager so that the case can be considered by a panel of senior officers.
- 3.3 Where there is no statutory obligation for the local authority to accept the tenant as homeless yet there is reason to believe that the tenant or their household are at risk or they require re-housing for other reasons submit a management transfer application to the Housing Manager for approval.
- 3.4 Where the tenant requires temporary accommodation check the available accommodation in our own stock. Where we are unable to meet the tenants' needs



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contact the local authority and request temporary accommodation. This request must be authorised by the Housing Manager.

- 3.5 Where the request for emergency housing is as a result of the condition of the property it is important that an inspection is carried out with a surveyor to confirm that the property is not habitable.
- 3.6 The emergency re-housing placement must be monitored and reviewed on a weekly basis. A report needs to be submitted to the Head of Area Housing Services for each placement and on a monthly basis thereafter until the tenant is either re-housed or the placement ends.

4 Guidance Notes

- 4.1 Senior Managers will usually only approve a case where:
- The tenant is considered to be at serious immediate risk if they remain at the property
 - A move will resolve the problem

- 4.2 The tenant may not require emergency re-housing but could be able to either stay in the property on a short term basis or make other arrangements.

The officer dealing with the case presents it to the Senior Managers. Managers should also be informed whether there are any rent arrears and whether an agreement has been made or legal action is being taken.

Tenants have the right to appeal against decisions made by Senior Managers but cannot do so directly to them. All appeals should be in writing and where new supporting evidence is submitted the case will be reheard. Where the decision alone is challenged the tenant should be advised to use the complaints procedure.

- 4.2 Where Temporary accommodation is required consideration should be given to using our own stock.
- 4.3 Where there are rent arrears the tenant will need to arrange for these to be cleared before being re-housed although in cases of high risk e.g. domestic violence or ASB exceptions may be granted. In exceptional circumstances with the Housing Managers approval the debt can be treated as a former tenant arrear. In such cases a re-payment agreement must set up and signed by the tenant.
- 4.4 It is crucial that any placement in temporary accommodation is monitored and all action is taken to re-house them quickly to minimise financial loss to us and discomfort to the tenant.