

Frequently Asked Questions

Q. What if more than 1 family wants the same property?

A. Priority will be based on a combination of factors; banding and in addition to a weighting score as supported in the Decant policy. This gives consideration to; any schools children attend, where you work and support networks. In the case of two applicants having the same band and weighting score, effectively joint first, a panel of Senior Officers will determine the most suitable allocation based on best use of the housing stock.

Q. I have seen a property that I am interested in but is owned by a housing association - would I still receive the compensation payments?

A. Yes, if you move to another landlord you will still be entitled to the compensation payments.

Q. What if I have adaptations in my home?

A. Your needs will be assessed by an Occupational Therapist and the Council will offer you a move to a property that is already been adapted and that meet your needs.

Q. How many bed rooms can I have in my new home?

A. You will be offered a property that meets the needs of your existing family members and ages of children. We will not be able to take in to account people who do not live with you on a permanent basis such as having lived at the property for less than 12 months or people who may be coming to live with you in the future. The Council will not be offering you a property that is too big with spare bedroom(s) for visitors or one that is too small.

Q. What if I have pets?

A. If your current home allows you to keep pets, in line with your tenancy agreement; this will be taken in to account for any property offered so that you can take your pets with you.

Q. What if I don't like the property when I view it?

A. You will be offered a maximum of **two** properties through the Council's Finding a Home service, if you refuse both of these, the Council will directly match you to one final property; after which the Council will have ended its re-housing obligations to you. You can request a review of any property offer made to you. This must be made in writing and detail the reason why you feel the property is not suitable.

Q. What if I change my mind after I have been offered a property?

A. You can withdraw your interest in a property at any time and this will be classed as a refusal. There is no guarantee when you will be next successful in bidding.

Q. Will the property be decorated?

A. The Home loss payment covers compensation for the decoration in your home. The décor of any property offered to you will be left as by the outgoing tenant.

Q. Will the property have a new kitchen or bathroom fitted?

A. This will be assessed in the usual way when the property is empty; if kitchens or bathrooms meet Health & Safety requirements these will not be required to be refitted.

Q. How much time will I have to move?

A. Tenancies start as soon as necessary repairs are complete and the property is of a lettable standard. Therefore you must be ready to move at short notice. You will have the opportunity to take up to 1 week rent free on your new home, this will give you time to move in. We understand for some people they may need to keep the keys longer for example if they are relying on family and friends to help them move. In this case, for any extra days or part weeks that you need to keep the keys, on top of the 1 weeks rent period a full weeks rent charge will be due.

Q. Will I need to have a property inspection?

A Yes, a property inspection will be booked in with you. If at this appointment any repairs are identified that you need to carry out, these must be done before you move. If these are not completed, the Council will do this work and you will incur a charge for this service.

Q. What should I do with any unwanted furniture or rubbish?

A. You must leave the property clean and empty – we need to ensure the building is safe and secure for the other people still living there. There will be a charge for the clearance of any unwanted items.

Please note Refuse collectors will not take bulky/extra waste from the side of your bin.

You can request a bulky items collection which is a pre-paid service. Cheques, credit and debit cards are all accepted.

To book items in for collection, please contact: 0845 002 0022

Extra waste - including DIY waste and garden waste - can be disposed of at household recycling centres. The nearest are: Lichfield and Lower House Farm, Baddesley Ensor.

Q. When will I receive the compensation payments?

A. At the point of accepting a new tenancy offer the Disturbance Allowance of £1300.00 will be processed and would expect you to receive this within two weeks. Or the Council will arrange removals for you on your behalf; this will be discussed with you in detail at the time.

The Home loss payment of £5300.00 will be processed after you have returned the keys to the property you are vacating. Please note before this payment is made all accounts held with the council such as rent, recharges for repairs, council tax, housing benefit, as well as for costs of chargeable services provided by the Council such as rubbish /unwanted furniture clearance, are all checked and any arrears owed will be automatically deducted. I would expect you to receive this second payment within four weeks of moving.