



**mhs**  
homes



**Moving into**

**temporary alternative**

**accommodation**



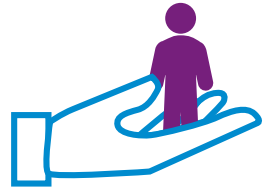
**We understand that moving from your home, even temporarily, can be stressful. This leaflet explains what happens and how we'll support you and answers some key questions.**

Our goal is to make your move as smooth as possible while keeping you informed every step of the way. We want you to feel supported, so we'll always tailor our approach to your individual needs and circumstances.

# Why do I have to move?

We might need you to move temporarily for several reasons. The most common reason is repairs, but it could also be for your safety or the redevelopment of your home. This helps us make sure your home remains safe, secure, and suitable for you in the long term.

## How will mhs homes support me?



We will support you and those who live with you to minimise the impact of moving. We'll do this by:

- **Clear communication:** We'll keep you updated in your preferred way, such as letters, emails, or phone calls. We'll also agree with you how often you would like to be contacted. We will visit weekly while you are in temporary accommodation unless you prefer us to call.
- **Suitable accommodation:** We will do our best to find temporary accommodation that meets your family's needs. In some situations, especially emergencies, this might be a hotel, another mhs home that is empty, or a property from another landlord. We'll install any necessary aids or adaptations and carry out a person-centred risk assessment to make sure it's suitable for you. However, we cannot promise to match your current home exactly.
- **Extra help:** We will work with other organisations, like the council, social services, and charities, to provide extra support if needed.



## Will I have to sign

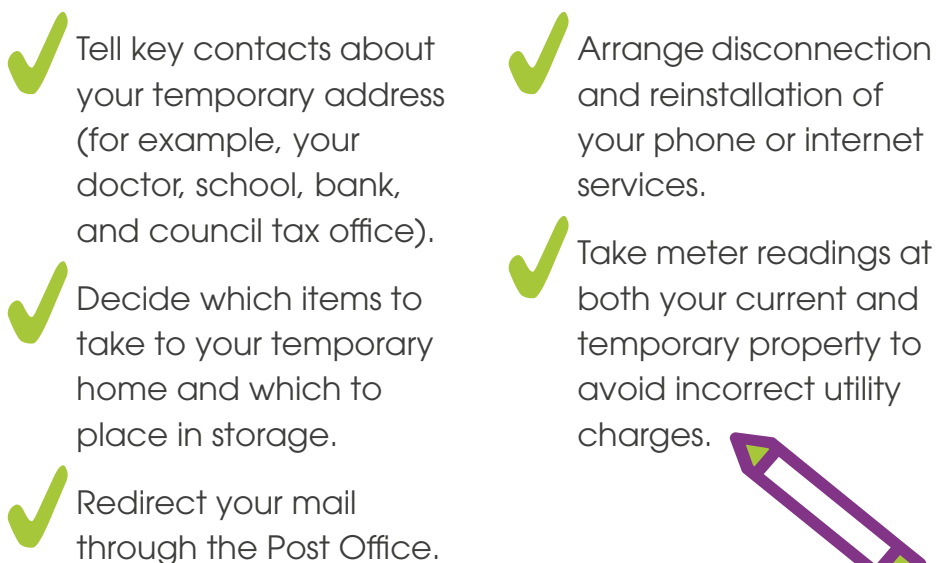
## a new tenancy agreement?

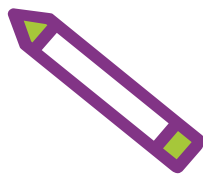
No, you will keep your current tenancy agreement for your existing home. You won't receive a new one during the temporary move.

### **What do I need to do before I move?**

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We'll help as much as possible, but there are some things you'll need to arrange:

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- ✓ Tell key contacts about your temporary address (for example, your doctor, school, bank, and council tax office).
  - ✓ Decide which items to take to your temporary home and which to place in storage.
  - ✓ Redirect your mail through the Post Office.
  - ✓ Arrange disconnection and reinstallation of your phone or internet services.
  - ✓ Take meter readings at both your current and temporary property to avoid incorrect utility charges.





## What will mhs homes

## do before I move?

- We'll meet with you to discuss your needs and preferences for the temporary move.
- We'll make sure the temporary property is clean and ready for you to move in.
- We'll move your furniture and personal belongings. We will also pay for storage and transport your items to the storage facility during your temporary move.

## What happens when I return home?

### When your home is ready, we'll:

- Make sure it is clean and in good condition.
- Return all your belongings, including those placed in storage.

**If you have any questions about the progress on your home, or your circumstances change and the temporary home is no longer suitable, you can contact your Neighbourhood Services Officer. Find their details at the end of this leaflet.**



**What are my**

**responsibilities and costs?**

**While living in the temporary property, you'll need to:**

- Pay bills such as electricity, gas, and telephone charges.
- Continue paying rent on your permanent home.
- Leave the temporary property in the same condition as when you moved in.

**mhs homes will cover:**

- The costs of storage.
- The costs of removals.
- Rent on the temporary home.
- Moving related expenses, such as redirecting mail and disconnecting and reinstalling your phone, TV aerials, and satellite dishes.







## Who can I contact

## for help?

Your **Neighbourhood Services Officer** will be your main point of contact throughout the process. They'll help answer your questions and coordinate with other organisations involved.

### Contact details:

Name: .....

Phone number: .....

Email address: .....

**We know this process can feel overwhelming, but we're here to help. Please don't hesitate to reach out if you have any concerns or need further support.**



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