

# A guide to temporary moves

## FAQ's

### What is a temporary move?

A temporary move is when we ask you to move out of your home temporarily. This is sometimes called a 'decant'.

### Why am I being asked to move?

This is generally because of an unforeseen event, such as a fire or leak in your home. Or where complex repairs and/or improvement works are needed in your home and it's unsafe for you to remain there whilst we complete them.

We'll talk through your circumstances and individual needs to support you. Throughout the process you'll have a Moat team member assigned to you, who will be available to answer any questions or concerns you may have.

### Choosing your temporary home

We'll talk through options with you and organise your temporary move. Our priority will be to move you to a home that is suitable for your needs.

This could be:

- Staying with family and friends. We'll help with the increased costs.
- Another Moat home, a serviced apartment or private furnished rental home
- Staying in a hotel. We'll only offer this type of accommodation if it's an emergency or while we look for a better option for you.

If a temporary move is required due to an emergency or major incident, like a fire or flood, we'll work with your local authority in the first instance to find suitable emergency accommodation.

### What about all the costs?

We'll reimburse you for any reasonable costs incurred while you're away from your home. For example, removal costs, disconnection and reconnection of your appliances and services like your broadband. We'll also cover other costs including mail redirection, additional travel costs, school uniform (if moving to a different school), kennel or cattery and any other reasonable costs you might face because of the move.

This list is not exhaustive, and we'll discuss this with you.

If your temporary home doesn't include cooking facilities to prepare a meal, we'll pay you a daily allowance. This breaks down as:

Your meal allowance based on your accommodation type		
Hotel room only	Hotel / B&B with breakfast	Hotel / B&B with breakfast and dinner
Adult rate per day		
£25	£20	£10
Child rate per day		
£15	£10	£6



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### What about my tenancy and rent?

While you're away from your home you continue to be responsible for the terms of the tenancy including paying your rent. We'll cover the rental costs of your temporary home.

We will talk to you about what will happen about your utilities and Council Tax.

### What happens to all my belongings?

This will depend on the extent of the work required, it may be that we place them into storage or that they can be safely located to one area of your home. We'll discuss this with you.

### Supporting you

We know leaving your home could be disruptive and upsetting, especially if you move out during an emergency. We're here to support you and your family and listen to any questions or concerns you may have.

### Will I be able to check on the progress of works?

We'll keep you updated throughout the process and one of our surveyors will project manage what's needed. When we start works it's likely we will need to limit who can come into the property, for health and safety reasons. We'll talk to you about what this will mean. As every situation is unique we will let you know what to expect and how long it may take.

### What if I don't want to move out or move back?

If you refuse to move out of the alternative accommodation or to return home after the works have been completed, our priority will be to find a solution together. If we can't reach an agreement in these situations, we'll take appropriate and proportionate legal action, but our priority will be to work together with you.

### How you can contact us:



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