

Briefing note on re-homing and ongoing support in the event of a fire

1. Provision of temporary accommodation immediately after a fire or other emergency

If there is a fire or other emergency in a council property that means that a tenant cannot return to their home, they will initially be asked if they have any friends or family nearby they can stay with. If this is not possible and they are, in effect, homeless; the council will find them emergency temporary accommodation.

Some self-contained rooms are kept empty in Reception Centres for this purpose. If there are not enough empty rooms in Receptions Centres, then tenants would be offered hotel rooms booked for them by the council. How quickly emergency accommodation would be found is dependent on the number of tenants affected by the emergency and the size and type of hotel rooms needed by individual households.

Depending on the nature and size of an emergency; in the immediate aftermath, tenants can be taken to an emergency rest centre in the borough so they can keep dry and warm until emergency temporary accommodation is found.

Tenants would only be expected to stay in hotel or Reception Centre rooms for a short period of time and would be offered more appropriate temporary accommodation, either from council stock or sourced from the private sector, if they were likely to be displaced from their home for a longer period.

If the damage to a tenant's home was so severe that they would be unable to return to their property, they would be agreed for a "management transfer" while in temporary accommodation.

2. Management transfers and longer term rehousing options

If a tenant was unable to return to their home due to the severity of the fire in their property; then they would be agreed for a management transfer (to another permanent property) while in temporary accommodation.

Being granted a management transfer means the tenant would be given a high number of points that would allow them to bid for available properties through the choice based letting scheme. The tenant would be given full details of how to bid for properties and advice and support to help with placing bids would be available from the Housing Options Team.

Tenants could also be referred to a variety of support services if they were suffering any personal issues as a result of exposure to a fire in their home or block.

It is difficult to state how long it would take someone to successfully bid for a vacant property as this would depend on a number of factors, including the property size required and whether or not the household had any specific rehousing needs (e.g. needing a ground floor property)

Tenants granted management transfers do have some priority for bidding for available properties but they would be bidding alongside others who also have high priority for bidding on other grounds (e.g. priority homeless and priority medical transfers). This means it is not possible to say how long it would take someone to successfully bid. In the last year, 40% of properties let were one-bedroom properties and only 3% had four bedrooms.

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