

Temporary Accommodation Charging Policy – Consultation Feedback

General comments returned

	Consultation feedback	Service response
1	very steep - only work part time and feel be better off not working. use to get help from UC but they won't deal with temp accommodation so it's a constant struggle	If the tenant is not in receipt of full Housing Benefit, they will be paying a restricted amount (i.e. the average Council house rent plus 25% towards the homeless service charge). The tenant will have been advised to maximise income and apply for Housing Benefit during sign up.
2	way too steep - completely unreasonable	Noted.
3	don't agree or disagree with new policy - just feel that it attacks people that are in a bad place already. Why can't taxes go up for the rich and go towards temp accommodation? i understand it needs to happen but wish there was another alternative	Noted. Outwith the scope of the policy
4	this will be second time the rents gone up since being in temp accommodation - feel it's unfair as didn't get told last time it was going up so in debt now	Tenants were contacted and given advance notice of the increase in the charge. Staff are in regular contact with tenants and advise tenants of the transitional arrangements available to mitigate against tenants being adversely impacted. In addition, they also advise tenants to complete a Housing Benefit form to ensure that benefit entitlement is maximised.
5	on full housing benefits but wanted to go back to work and feel the charge is way too high for that to be possible. Already struggle with money and getting into debt - feel the charges make it impossible to work	Tenants not in receipt of full Housing Benefit, they will pay a restricted amount (i.e. the average Council house rent plus 25% towards the homeless service charge). The tenant may also be eligible for partial Housing Benefit.
6	think it will cause people to be more in debt. do understand that prices need to go up to cover costs but going up too much too quick. new to temp accommodation though so unsure	The transitional arrangements are intended to mitigate against people accruing debt as a direct result of the policy implementation.
7	been in temp accommodation for months and this is the 3rd time its been increased. struggling to live at it is.	Outwith the scope of the policy. However, as above (no 5) the tenant will have been contacted and given notice of any increase and advice on assistance available.
8	charges are ridiculous. been put into 3 different temp accommodations and it messes up housing benefits. finally started working and now you're putting the prices up	First point noted. Second point out with the scope of the policy.

APPENDIX I

	Consultation feedback	Service response
9	on housing benefits so doesnt affect me - couldn't change it even if disagreed with it	Noted.
10	didn't understand it at all - way too many words and numbers. on housing benefits so ignored it	Noted - plain language information resources supporting the policy will be made available and tenants advised of who to contact if there is any information post sign up which they need clarified or explained.
11	moving soon so doesnt affect me	Noted
12	should be the same as mainstream - had hellish experience while in dispersed and don't think I should be charged more	The costs associated with temporary accommodation differ to mainstream accommodation as do the budgets and funding source. This is reflected in the policy.
13	on housing benefits so doesn't feel it affects	Noted
14	think it's going to make people not want to work when homeless	The policy is not intended to be a disincentive to work. If the tenant is not in receipt of full Housing Benefit, they will be paying a restricted amount (i.e. the average Council house rent plus 25% towards the homeless service charge). The tenant will have been advised to maximise income and apply for Housing Benefit during sign up.
15	receive housing benefits so feel doesn't apply	Noted
16	going up too much too quick - price of everything increasing so fast. Feel it will lead to more people in more debt	Noted - The first point is out with the scope of the policy. There are transitional arrangements available to mitigate against tenants being adversely impacted. This should mean that tenants don't incur debt as a direct result of the policy implementation.
17	could be simpler - too many words and numbers.	Noted - plain language information resources supporting the policy will be made available and tenants advised of who to contact if there is any information post sign up which they need clarified or explained.
18	ridiculous - feel impossible to live; been receiving welfare and struggling. being homeless is hard enough - makes it pointless to work.	Out with the scope of the policy
19	I just think it's unfair only working individuals get charged. It doesn't feel good coming home from work to see others sunbathing living rent free	All tenants are charged the same amount. Those on full Housing Benefit will have this amount paid. Those working will be encouraged to apply for this benefit. Those not in receipt of full Housing Benefit will pay a restricted amount.

	Consultation feedback	Service response
20	Just make it more fair and people on universal credit hardly get money as it is and it isn't right	This is out with the scope of the policy. It should be noted that temporary accommodation is not eligible for funding from Universal Credit. Housing Benefit is the funding regime applicable.
21	No I found it fair certainly as the situation I was in and could not go private	Noted
22	I found the pricing fair and the policy easy to understand.	Noted

What is missing from the policy?

23	Example of charging structure.	Will be provided in explanatory supporting information and will be made available on the website
24	I think it should be noted how much it has increased by, different ways to pay the rent if not awarded hb not just arrears agreements and I think it should cover more specifically the review process (it sounds like they can demand a meeting with the manager and it'll be changed) perhaps the length of time they have to request a review, etc.	Tenants are advised of the different ways to pay during the sign up. This can be included in the supporting information.
25	The actual amounts	As above
26	Maybe make the rent more fair as people like myself struggle and it's not fair	Everyone is charged the same amount but a person's circumstances are taken into account in terms of what is a reasonable amount to recover from them. There are also transitional arrangements in place for tenants who may be adversely financially impacted by the change.