

HOUSING CENTRE

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STOCKTON CENTRAL

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BILLINGHAM

Council Offices, (Town Centre) 527943

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528100

و زبانهای دیگر در دسترس بوده و برای اطلاعات بیشتر با تلفن قسمت خدمات به خریدار تماس حاصل کنید. این اطلاعیه به صورتها

و للمزيد من المعلومات يرجى الاتصال بخدمات الزبون على ان هذه الوثيقة متوفرة بلغات و أشكال أخرى

528100

یہ دستاویز مختلف طریقوں اور زبانوں میں دستیاب ہے۔

مذید معلومات کیلئے برائے مہربانی کسٹمر سروسز سے اس پر رابطہ کریں۔ 528100

ਇਹ ਜਾਨਕਾਰੀ ਪੱਤਰ ਹੋਰ ਅੰਨਯ ਫੋਰਮੈਟ ਅਤੇ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬੱਧ ਹੈ। ਅਧਿਕਤਰ ਜਾਨਕਾਰੀ ਵਾਸਤੇ ਸਿਹਰਬਾਨੀ ਕਰਕੇ ਗ੍ਰਾਹਿਕ ਸੁਵਿਧਾਵਾਂ (Customer Services) 528100 ਨੂੰ ਸਮਝਰਕ ਕਰੋ।

نہم لفلینتہ بہ شیوہی تروو زمانی تر نامادہ یہ. بؤ بہیوہندی زیاتر نکاپہ بہیوہنی بکہ بہ خرمہ تگوزاری کپیارہوہ بہ ژمارہ تہ لہ فؤنی (528100).

www.tristarhomes.co.uk



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The information in this leaflet is correct at the time of printing

What Happens When A Tenant Moves Into A Residential, Nursing Or Care Home?

An easy to follow guide



Designed and produced by design+print@sbc, Resources. Tel: (01642) 526289/52699 trn0097.app

Tristar
HOMES

Tristar Homes Limited is a not for profit controlled company of Stockton-on-Tees Borough Council. It was set up in April 2002 to take over the day to day management and maintenance of most of the Council's housing stock.

Stockton Council still owns the housing stock and remains the landlord, Tristar Homes Limited simply acts as its management agent for certain specified services.

INTRODUCTION

This leaflet outlines the procedure for tenants who are required to move into a residential, nursing or care home for a temporary period or on a full time basis.

GENERAL PROCEDURE

All tenancies end on the Monday following receipt of the property keys by Tristar Homes Limited (The tenancy will end if the keys are received before 12 noon on the Monday, any later than this and another weeks rent will be due).

MOVING TO A RESIDENTIAL, NURSING OR CARE HOME

From time to time tenants may need to enter a home such as a residential, care or nursing home. Initially, when a tenant enters a home it is usually considered, from the outset, to be a temporary move.

After a period of 4-6 weeks a review of the tenants case will be held between Social Services, the Home Staff and the tenants relatives. The outcome of which will decide if the tenant is to become a permanent resident within the home.

In cases where the stay is of a temporary nature, Housing Benefit will continue to be paid to the tenants rent account, for a maximum of 13 weeks providing that the tenant intends to return to their property.

During this period the tenant will not be allowed to sublet any part of the council property.

WHAT HAPPENS IF THE MOVE BECOMES PERMANENT?

Once the tenant has decided not to return to their council property, their housing benefit claim is withdrawn from the end of that particular week.

This will mean that full rent will become due from that date until the premises are emptied and the keys are returned to the local housing centre.

POINTS TO NOTE

- Initially, a tenant entering a home is considered to have moved there for a temporary period only.
- After 4-6 weeks a review is held to decide whether or not the move will be permanent.
- When the move becomes permanent, Housing Benefit will not be paid for the Council tenancy.
- Full rent will become payable until the property is emptied and the keys are handed into the local housing centre.
- Housing Benefit can be paid for up to 13 weeks providing the tenant intends to move back to the property.