



Moray Council's Temporary Accommodation Charging Policy

This leaflet tells you about the amount of rent that we charge for temporary accommodation and the amount of rent that we will recover from you, depending on your circumstances.

If you have any questions that we do not answer here, please contact us. Our contact details are at the end of this leaflet.

Jargon buster

Occupancy agreement	This is the agreement that tenants sign when they move into temporary accommodation. It sets out rights and responsibilities.
Temporary accommodation	This is accommodation used to house homeless applicants. It includes hostels, furnished properties and accommodation in the private sector.
Temporary accommodation charge	This what we will charge you for staying in our temporary accommodation. It is made up by a baseline rent and a homeless service charge.

The temporary accommodation charging policy

Where we provide temporary accommodation, housing law states that tenants should pay a reasonable charge, which is decided by the local authority. When deciding what a reasonable amount to charge is, we must make sure that we cover all of the costs for providing this accommodation. This includes the cost of management, service delivery, maintenance and repairs and void periods of the accommodation.

How does the temporary accommodation charging policy work?

The policy aims to make sure that temporary accommodation is affordable for everyone and at the same time makes sure that we cover all of the costs for providing this accommodation. This includes the cost of management, service delivery, maintenance and repairs and void periods of the accommodation. You can read the policy at www.moray.gov.uk/temporaryaccommodationchargingpolicy.

How do you set the temporary accommodation charge?

The temporary accommodation charge is set by calculating a rent and a homeless service charge:

- the weekly rent is equal to the average council house weekly rent, based on the size of the property; and
- the homeless service charge is equal to the cost of providing temporary accommodation to homeless households.

What is the temporary accommodation charge for 2024 – 2025?

The following table shows how we work out the temporary accommodation charge, by the size of the property:

Size of property	Average mainstream rent per week	Homeless service charge per week	Temporary accommodation charge per week
1 bedroom	£70.61	£189.25	£259.86
2 bedroom	£79.41	£189.25	£268.65
3 bedroom	£95.90	£189.25	£286.94

What does the homeless service charge pay for?

It pays for the cost of providing temporary accommodation and includes:

- housing management costs linked to providing temporary accommodation;
- maintenance costs, including furnishings, equipment and utilities;
- void rent loss (when the property is empty);
- staff costs; and
- repair and renewal costs.

We will make sure that the income generated meets the full cost of delivering the service provision.

The homeless service charge for 2024 – 2025 is £189.25 per week. In line with the Council's Charging for Services Policy, the homelessness service charge will be reviewed every year.

How much will I be charged for my temporary accommodation?

When setting the charge for temporary accommodation, we will charge every household the same level, regardless of income. However, we will always make sure that temporary accommodation is an affordable option to all. To do this we will only recover the cost from a household that we think they can reasonably pay.

It is the tenant's responsibility to pay the full amount that we seek to recover.

We will make sure that tenants get up to date information about benefit entitlement and where relevant, help fill in housing benefit application forms.

What do you mean by "seek to recover"?

What we "seek to recover" means the amount of rent that you must actually pay. We will consider if you are working or if you get help with your housing costs from Housing Benefit. Help with housing costs for claimants living in 'temporary accommodation' are covered by Housing Benefit, not Universal Credit.

If a tenant is working and / or is not eligible for the full amount Housing Benefit, we will seek recover a reasonable amount. This is the average Council house rent, plus 25% towards the homeless service charge.

The following table shows how we work out what is a reasonable amount to recover, by the size of the property:

Size of property	Average mainstream rent per week	25% of homeless service charge per week	Amount we will seek to recover per week
1 bedroom	£70.61	£47.32	£117.93
2 bedroom	£79.41	£47.32	£126.73
3 bedroom	£95.90	£47.32	£143.22

Generally, if you are a tenant in temporary accommodation and:

- **you are entitled to full Housing Benefit**, we will recover all of the temporary accommodation charge. In most cases, the amount of Housing Benefit you get will be the same as the rent charged. See **example one** on page 5.
- **you get partial Housing Benefit**, we will only recover a reasonable charge. We consider a reasonable amount to be the average Council house rent, for the size of the property, plus 25% towards the homeless service charge. If the amount of Housing Benefit that you get is more than this amount, then we will recover all of the Housing Benefit you get. If the amount of Housing Benefit you get is less than this amount, you will have to pay the difference. See **example two** on page 5.
- **you are working/ are not entitled to any benefit**, we will only recover a reasonable charge. We consider a reasonable amount to be the average Council house rent, for the size of the property, plus 25% towards the homeless service charge. See **example three** on page 5.

What is the average council house rent?

The average weekly council house rent for 2024 – 2025 is:

Size of property	Average council house rent per week (2024 – 2025)
1 bedroom	£70.61
2 bedroom	£79.41
3 bedroom	£95.90

Examples of what you might have to pay

Example one	You are entitled to full Housing Benefit
<p>You rent a two bedroom temporary accommodation property. The temporary accommodation charge is £268.65 per week. We will seek to recover all of this amount. This should be covered by the Housing Benefit that you get.</p>	
Example two	You are entitled to partial Housing Benefit
<p>You rent a one bedroom temporary accommodation property. The temporary accommodation charge is £259.86 per week. The amount that we will seek to recover from you is equivalent to the average rent for a council property of the same size plus 25% towards the homeless service charge.</p> <p>The average council rent for a one bedroom property is £70.61 per week. 25% of the homeless service charge is £47.32. The amount that we will seek to recover from you is £117.93 per week.</p> <p>If the amount you get in Housing Benefit is more than this, we will recover all of the Housing Benefit you get. If the amount that you get is less than this, you must pay the difference.</p>	
Example three	You work full time / are not entitled to benefits
<p>You rent a three bedroom temporary accommodation property. The temporary accommodation charge for the property will be £286.94 per week. The actual amount that we will seek to recover from you is equal to the average rent for a council property of the same size, plus 25% towards the homeless service charge.</p> <p>The average council rent for a three bedroom property is £95.90 per week. 25% of the homeless service charge is £47.32. The amount that you will be expected to pay is £143.22 per week.</p>	

When will I know how much I will have to pay?

When you sign your occupancy agreement, we will tell you how much the temporary accommodation charge for the property is. We can tell you the maximum amount that we will recover from you. We will tell you how to apply for Housing Benefit and can help you fill out your form. Once we know if you are entitled to Housing Benefit, we will write and tell you how much you will be expected to pay. Until then, you should try and pay as much of the temporary accommodation charge as possible.

How can I check what I owe?

You can check how much you owe online anytime at **www.moray.gov.uk/checkyourrentbalance**.

You will need to log in to your “**myaccount**” which is the online customer account portal. If you do not have an account already, you can register and create an account.

To access your rent account balance, you will need to enter your rent account reference number (the one with the dashes) e.g. 01-123-45-67.

How can I get support?

If you are having difficulties paying your temporary accommodation charge, please let us know as soon as possible. We can discuss your situation and review your options. For example, we can give you advice and may be able to agree a repayment plan with you.

The earlier you get in touch, the earlier we can review your options and try to stop your arrears increasing.

If you would like advice and support to help you manage your money, please contact us.

More information

For more information, please contact:

The Supported Accommodation Team

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Elgin

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Name	Mark Crowley	Calum Mackenzie
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Phone	0300 123 4566	0300 123 4566

You can also find more information at www.moray.gov.uk/temporaryaccommodation, or scan the QR code.

